

U.S. Army MEDDAC Fort Drum, NY

Patient Handbook

WILCOX CLINIC
Behavioral Health Department
U.S. ARMY MEDDAC

GUTHRIE
Ambulatory
Health Care Clinic
U.S. ARMY MEDDAC

CONNER
Medical Clinic
U.S. ARMY MEDDAC

MOUNTAIN



SOLDIER
MOUNTAIN

Welcome

Dear Fort Drum Community,

On behalf of our outstanding team of hardworking medical professionals at Fort Drum, we welcome you to great patient care, exceptional patient experiences, and outstanding patient satisfaction. Our board certified physicians and nurse practitioners, as well as our supporting medical professionals and administrative staff feel deeply honored in providing you with the highest quality of health care and leadership in the Army.

The U.S. Army Medical Department Activity (MEDDAC), Fort Drum has received recognition as a National Committee for Quality Assurance (NCQA) organization, offering a Patient Centered Medical Home (PCMH) and Soldier Centered Medical Home (SCMH) practice where our patients are the focus of our mission. We serve active duty Soldiers, Retirees, and Family members.

Our newly renovated clinic provides a wide range of primary care services such as Pediatrics, Family Medicine and Internal Medicine, as well as specialty care for Orthopedics, Dermatology, Podiatry, Audiology, Obstetrics and Gynecology, and Behavioral Health. Laboratory and Radiology services are provided onsite and a brand new Magnetic Resonance Imaging (MRI) machine became operational in October 2014.

This Patient Handbook is designed to enhance your knowledge regarding the services and care offered as well as how our partnership with the TRICARE network endeavors to optimize your military health care benefits. It also includes our telephone numbers and hours of operation.

Should there be any aspect of our service which does not meet your expectations and would like to provide feedback or suggestions, please do not hesitate to contact the Patient Advocate at 315-772-4655/7368. The MEDDAC strives to provide unparalleled service with every patient encounter by caring for our patients as if they were a member of our own family.

Again, welcome to Fort Drum and thank you for choosing the MEDDAC for your healthcare needs. We want to be your first choice in healthcare!

Care enough to make a difference!

Respectfully,
The Fort Drum MEDDAC Commander

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Phone Directory

In case of an emergency:

Guthrie Ambulatory Health Care Clinic DOES NOT have an emergency room and is not equipped to accept emergency patients. If an emergency occurs, call 911 and ask for assistance.

Ambulance - Carthage	911
Ambulance - Clayton	911
Ambulance - Fort Drum	911
Ambulance - Gouverneur	911
Ambulance - Lowville	(315)376-3511

Access Center	(315) 772-2778/
(Appointment Line)	1-888-838-1303
Allergy & Immunization Clinic ...	(315) 774-5614/5646
Army Substance	
Abuse Program	(315) 772-3301/6701
Army Wellness Center	(315) 772-4608
Asthma Reporting	(315) 772-0847
Audiology/	
Hearing Conservation	(315) 772-3622/7639
Army Public Health Nursing	(315) 772-6404
Behavioral Health Clinic	(315) 772-2778
Clinical Pharmacy Services	(315) 772-5643
Community Counseling Center	(315) 772-8801
Community Mental Health	(315) 772-2778
Conner Troop Medical Clinic	(315) 772-2778
Debt Collection Assistance	
Officer	(315) 772-4039
Dental - Clark Hall	(315) 772-0574
Dental – Marshall Clinic	(315) 772-8891
Dental - Stone Clinic	(315) 774-5574/5575
Dermatology	(315) 772-2778
Exceptional Family	
Member Program	(315) 772-4653
Family Advocacy Program	(315) 772-1074
Health Benefits Advisor	(315) 772-5111
HealthNet Federal Services	
(TRICARE)	(877) 874-2273
Inclement Weather Hotline	(315) 772-3786
Laboratory	(315) 772-5381
Laboratory (TMC2)	(315) 772-4203

Nutrition Clinic	(315) 772-6404/3489
Nurse Advise Line	1-800-874-2273
OB/GYN	(315) 785-4624
Occupational Health	(315) 772-5811
Optometry	(315) 772-2234
Orthopedic Clinic	(315) 772-2778
Pain Management Clinic	(315) 772-9292
Patient Administration	
Division	(315) 772-4030
Patient Advocate	(315) 772-4655/7368
Patient Centered Medical Home	
(PCC)	(315) 772-2778
Patient Travel Assistant	(315) 772-4435
Pharmacy (CTMC)	(315) 772-8400
Pharmacy (Guthrie)	(315) 772-7698
Pharmacy Refill	(315) 772-3696
Physical Evaluation Liaison	
Office (PEBLO)	(315) 772-4035/3167
Physical Therapy	(315) 772-2778
Podiatry Clinic	(315) 772-2778
Radiology (TMC2)	(315) 772-2778
Radiology (Guthrie)	(315) 772-6094/5383
Referral Management Office	(315) 772-6635/4435
Social Work Service	(315) 772-3623
Soldier Readiness Clinic	(315) 772-0063
Traumatic Brain Injury Clinic ...	(315) 772-8639
TRICARE Service Center	1-877-874-2273
Troop Medical Clinic 2	(315) 772-2778
Veterinary Services	(315) 772-4262

The History of the United States Medical Department



Fort Drum was created in 1908 as Pine Camp, a 10,000-acre summer Reserve training camp. From 1942 to 1944, a number of buildings were built for housing and training of the 4th Armored Division and the 27th Infantry Division. During this period, a mobilization hospital was constructed in the 2400 area with capacity to house 540 patients. No name is known for this facility. It was common for medical facilities erected as a result of the rapid expansion during World War II to be designated only as the Post Hospital where they were located. Thus, the facility was probably known as the Pine Camp Hospital.

In 1951, Pine Camp was designated as Camp Drum. Certain portions of the hospital continued to be occupied to support the Reserve training mission. The facility was known subse-

quently as United States Army Health Clinic, Camp Drum, until 1974 when it became United States Army Health Clinic, Fort Drum. It was manned by a skeleton staff of military personnel and a civilian nurse who were augmented by increments of Reserve personnel during Reserve Annual Training. Medical support for Fort Drum was provided at this location until Wilcox Clinic was dedicated in November 1980.

Wilcox Clinic had served the Reserve population at Fort Drum and was expanded to support the 10th Mountain Division (Light Infantry) in the early years of its activation. It was apparent, however, that plans had to be implemented to provide medical support to the greatly expanding population. Plans progressed to build a Consolidated Troop Medical Clinic and Ambulatory Health Care Clinic. In 1986, Wilcox Clinic became a United States Army Medical Department Activity (USA MEDDAC).

In January 1991, Guthrie Ambulato-

ry Health Care Clinic opened its doors. In May of that year, it was dedicated to the memory of Dr. Samuel B. Guthrie (1782-1845) who served as Physician and Surgeon in the U.S. Army from 1812-1817. Today, the Fort Drum MEDDAC supports approximately 38,000 beneficiaries to include the 10th Mountain Division (Light Infantry) Soldiers and their Families.

During the Global War on Terrorism (GWOT) and the Overseas Contingency Operations (OCO), the MEDDAC has provided medical readiness support to 1st Army units from Connecticut, Vermont, New Hampshire, Maine, Massachusetts, New York, New Jersey and Pennsylvania. Since GWOT began, the MEDDAC has processed over 165,198 Active Duty, Reserve Component and National Guard Soldiers through the Soldier Readiness Center and cared for over 1,696 injured Soldiers through its Medical Holdover Company. In July 2007, the Medical Holdover Company was replaced by 3rd Battalion, 85th Mountain Infantry Regiment (Warrior Transition Battalion), which was established to assist Wounded Warriors. Since that time, it has cared for over 2,279 wounded, ill and injured Soldiers and their Families.

The MEDDAC was awarded the Army Superior Unit Award and streamer for the period February 1, 2004 - June 1, 2005.

Mission, Vision and Values

Mission

US Army MEDDAC Fort Drum provides high quality healthcare and leadership to maximize medical readiness of the force and improve, restore and sustain the health of our patients.

Vision

To be the first choice for healthcare because we share the military culture and values; together, we will help all of our patients live healthier lives.

Values

Quality Healthcare, customer service, competence, integrity, accountability.



Patient Rights

Quality Care:

Quality care and treatment is consistent with accepted standards and without discrimination. You may seek a second opinion concerning any aspect of your treatment, express your spiritual beliefs and cultural practices and actively participate with healthcare providers in the development of your treatment plan.

Respect:

Respectful and responsive care that includes treatment of symptoms and effective pain management.

Pain Management:

The right to expect your reports of pain will be quickly addressed and appropriate pain management measures will be implemented.



Privacy and Confidentiality:

You are entitled to privacy and confidentiality concerning medical care, and protected health information in accordance with federal and state laws and military regulations. That includes expecting any discussion or consultation about your care to be conducted discreetly and privately. You have the right to expect that your medical record will be read only by people involved in your treatment or the monitoring of its quality and by other individuals only when authorized by you or your legally authorized representative.

Know about who takes care of you:

Know the name and professional credentials of healthcare personnel primarily responsible for your care. Receive information about health plan options, providers, and facilities so you can make informed health care decisions.

An Explanation of Care:

Explanation concerning you/your child's diagnosis, treatment, procedures, and prognosis of illness in a manner you understand. When it is appropriate, we will provide information to next of kin or a person you designate.

Informed Consent:

Receive information in non-clinical terms necessary to give informed consent prior to the start of any invasive procedure or treatment, except in emergencies. Such information should include, but not be limited to, the specific procedures or treatment, the medically significant complications and/or benefits. You may request information concerning medical alternatives.

Safe Environment:

Care and treatment in a safe environment. Freedom from mental, physical, sexual and verbal abuse, neglect and exploitation while under care. If one of these conditions has been violated, you should report this by speaking with the clinic/department Officer-In-Charge, the Noncommissioned Officer-In-Charge, the Head Nurse, the Patient Advocate, or the Commander.

Refusal of Treatment:

If treatment is refused or the healthcare provider's instructions are not followed, you are responsible for any outcomes.

Transfer and Continuity of Care:

Expect reasonable continuity of care. Know in advance what appointment times and providers are available and at what location. A transfer to another facility or provider will occur only after explanation of the need for transfer and acceptance by the new provider/facility.

Advance Directives:

Direct the health care team on the extent of care you wish to receive. We will honor any known legal directive provided to us while a patient is being treated in our facilities. If you are unable to participate in healthcare decisions, your legally designated decision maker will participate.

Information about Medical

Charges:

Seek assistance/information regarding healthcare expenses from a TRI-CARE representative.

Voice Issues/Concerns:

Voice concerns regarding your healthcare, without recrimination, to include discussion of ethical issues and have these issues/concerns reviewed and resolved. This can be accomplished by speaking with the clinic/department Officer-In-Charge, the Noncommissioned Officer-In-Charge, the Head Nurse, or the Patient Advocate.

Quality and Safety Concerns:

Patient concerns about quality or safety of care can be communicated to your provider, nurse, or Patient Advocate (315-772-4655).

Patients also have the right to contact The Joint Commission. Joint Commission can be reached by phone at 1-800-994-6610 or by email at complaint@jointcommision.org.

You can also voice your concern in writing by mail at:

Mail: The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Maintain Positive Health Practices:

You have the responsibility to develop and maintain positive health practices: good nutrition, sleep and rest, exercise, positive relationships, and stress management.

Provide Information:

Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and any other information related to your health. Promptly inform those treating you matters relating to your health, of any changes in your condition or apparent adverse reaction to prescribed care.

Understand Your**Treatment:**

Inform your healthcare provider immediately if you do not understand the recommended course of treatment or procedure and what is expected of you.

Comply with Prescribed Treatment:

Comply with your medical treatment plan, to include recommended follow-up care and medications. Report to appointments on time and notify the facility when appointments cannot be kept. You are responsible for keeping appointments, filling prescriptions, following through on healthcare instructions, and adhering to the guidelines of the clinic.

Supervision of Underage Children:

There are inherent dangers in leaving children under twelve years of age unsupervised in the waiting areas of the clinic, including injury to the child or other patients. You have the responsibility to arrange adequate childcare for your underage Family members during your medical appointments.

Respect and Consideration:

You are responsible for treating our staff and other patients with respect and consideration. You are also responsible for behavior of persons accompanying you. Be respectful of property of other persons and the facility. Conduct yourself in a respectful and proper manner.

Smoking Policy:

The Fort Drum MEDDAC is a tobacco free campus.

**Late Arrival Policy:**

In order to provide quality care in a timely manner, we request that you arrive and check in on time. If you check in 10

minutes past your scheduled appointment time, you may be asked to wait until an appointment becomes available, or if the health issue is not urgent, you may be asked to reschedule. We appreciate your cooperation.

Return Medical Records:

All medical records are required to be maintained at a Military Treatment Facility (MTF). You are responsible for turning in your medical records to the Medical Record section at Guthrie Clinic for continuity of care. Upon arrival or during in-processing, check in with the medical records staff for further guidance to request your medical records from your previous medical treatment facility. All medical records documenting care provided are property of the U.S. Government.

Pay and Medical Charges:

Ensure that financial obligations associated with your healthcare are fulfilled as promptly as possible.

Provide Patient Comments:

Assist the MEDDAC's Commander with providing the best possible care to all beneficiaries. Recommendations, questions, complaints and/or compliments should be submitted to the Patient Advocate, Commander's Box, ICE, or APLSS.

PATIENT SAFETY:

"Speak Up" to improve the quality of your healthcare.

Speak up if you have questions or concerns.

Pay attention to the care you are receiving.

Educate yourself about your diagnosis, medical tests and treatment plan.

Ask a Family member or friend to be your advocate.

Know what medications you take and why you take them.

Use a health care organization that is certified by The Joint Commission.

Participate in all decisions about your treatment.

National Patient Safety Goals

In order to provide safe healthcare to our patients, staff adhere to the following National Patient Safety Goals:

Improve the Accuracy of Patient Identification:

- Use at least 2 patient identifiers whenever providing care, treatment or services.
Identifiers are:
 - Patient name
 - Patient date of birth
- Label containers used for laboratory specimens in the presence of the patient.

Improve the Safety of Medication Use:

- Label all medications, medication containers, and other solutions on and off the sterile field in peri-operative and other procedural settings. Note: Medication containers include syringes, medicine cups, and basins.
- Reduce the likelihood of patient harm associated with the use of anticoagulation therapy.

Reduce the Risk of Health Care-acquired Infections:

- Comply with current Centers for Disease Control and Prevention (CDC) hand-hygiene guidelines.
- Maintain an evidence-based practice for preventing surgical site infections.

Accurately and Completely Reconcile Medications Across the Continuum of Care:

- There is a process in place for comparing the pa-

tient's current medications with those ordered for the patient while under the care of the organization.

- When a patient is referred or transferred to another organization, the patient's complete and reconciled list of medications is communicated to the next provider and the communication is documented.
- When a patient leaves the organization's care, a complete and reconciled list of the patient's medications is provided and explained to the patient.

Identify Individuals at Risk for Suicide:

- Conduct a risk assessment that identifies specific characteristics of the individual and environmental features that may increase or decrease the risk of suicide.
- Address the immediate safety needs and most appropriate setting for treatment of the patient.
- When a patient at risk for suicide leaves the organization, provide suicide prevention information (such as a crisis hotline) to the patient and their family.

Universal Protocol:

The Universal Protocol applies to all surgical and nonsurgical invasive procedures.

- Conduct a pre-operative verification process.
- Mark the operative site as described in the Universal Protocol.
- A Time-Out is performed immediately prior to the start of procedure.

Eligibility

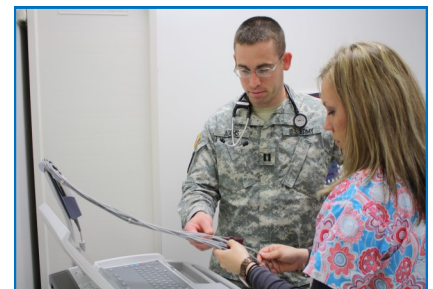
Eligibility for health care is checked through the Defense Enrollment Eligibility Reporting System (DEERS). All sponsors should ensure their Family members are enrolled in DEERS. Initial registration and any necessary updating of information such as change of address, phone number, or duty station, should be done at Clark Hall Military Personnel Office, Bldg. P10720 Mount Belvedere Blvd, Room A1-19. Hours of Operation: 7:45 a.m. – 3:45 p.m. Monday through Friday, open till 6 p.m. on 1st and 3rd Wednesday of each month. Sponsors and Family members who may have questions regarding their benefits or

DEERS enrollment can contact the DEERS Beneficiary Telephone Center Monday through Friday, from 8 a.m. - 4 p.m., at 1-800-538-9552 or www.dmdc.osd.mil/milconnect.

A valid Uniformed Services Identification and Privilege Card is issued by DoD to verify eligibility for care at military medical facilities worldwide. You will be asked to present this card (DD Form 2A or DD Form 1173) when you visit any DoD patient care facility or pharmacy.

Children under 10 years old are treated without an ID card. The parent's ID card is sufficient evi-

dence of their eligibility. If you do not bring your ID card on the day of your appointment or visit, please go to the Outpatient Records Desk to verify if you are eligible to receive care.



Quality management is based on the philosophy that a healthcare system's goal is to provide safe, effective, patient-centered, timely, efficient, and equitable healthcare services. The Quality Management Department is committed to ongoing measurements of quality and continuous performance improvement of the system of health for beneficiaries. The performance improvement process focuses on all activities in the organization to include clinical, administrative, and ancillary support. Quality management encompasses various programs within the MEDDAC: Credentials, Continuous Survey Readiness (Joint Commission), Infection Control, Patient Safety, Performance Improvement, and Risk Management.

The Joint Commission (JC):

Our MEDDAC receives its accreditation from the Joint Commission, an independent, not-for-profit organization. The Joint Commission accredits and certifies more than 18,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

JC Mission:

To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

JC Vision Statement:

All people always experience the safest, highest quality,

best-value health care across all settings.

Using the Joint Commission Standards for Ambulatory Care as our guide, our MEDDAC has created 13 multidisciplinary teams and committees; team leaders have been appointed by the Commander to promote JC awareness, improve compliance with hundreds of JC standards, **maintain a continuous state of readiness** for a successful on-site JC survey, and help create an environment that ensures safe, quality care for our patients.

- The Joint Commission's standards address the ambulatory care organization's performance in specific areas, and specify requirements to **ensure that patient care is provided in a safe manner.**

- The Joint Commission develops its standards in consultation with health care experts, providers and researchers, as well as purchasers and consumers.

- The Joint Commission's accreditation process concentrates on **operational systems critical to the safety and quality of patient care.**

- To earn and maintain accreditation, an ambulatory care organization **must undergo an on-site survey by a Joint Commission survey team every three years.**

- The objective of the survey is not only to evaluate the organization, but to provide education and guidance that will **help staff continue to improve the organization's performance.**

Access to Care Standards

Our goal is to ensure all beneficiaries who use the Department of Defense (DoD) Military Treatment Facilities (MTFs) receive timely medical care when needed. The Army Surgeon General's initiative to better serve patients through Patient Centered Medical Home (PCMH) is directed towards performing "Today's work today." Priority scheduling will be conducted through your Care Team. When possible, we make every effort to maintain open appointments to assist all patients within a reasonable time.

TRICARE's standards for access are:

- 7 days for routine appointment
- 24 hours or less for acute and non-emergency visits
- 28 days for all specialty care appointments

TRICARE's standards for access to Behavioral Health Care:

- 24 hours for urgent care
- 7 days for routine appointment or care
- 28 days for specialty care appointments

In an emergency, TRICARE beneficiaries should call 911 or go to the nearest emergency room.

Clinic Services

APPOINTMENTS:

Health Care for Soldiers:

Soldiers newly arriving at Fort Drum will medically in-process through the Soldier Readiness Center (SRC) located at 10720 Mount Belvedere Blvd, inside the Clark Hall Building. For assistance call (315)772-2656. For sick call, Active Duty Soldiers located at Fort Drum will be seen within their Battalion Aid Stations.

PATIENT APPOINTMENT CALL CENTER HOURS:

Monday - Thursday: 8 a.m. - 4 p.m.

Friday: 8 a.m. - 3 p.m.

Appointment line: (315) 772-2778

CLOSED: Weekends and Holidays

For routine, non-emergency issues, all active duty Soldiers can call the appointment line at 315-772-2778 to schedule the next available

appointment with their assigned Primary Care Manager. Active duty physical examinations are coordinated with the Conner Troop Medical Clinic (CTMC) Physical Exams Office located at the corner of South Riva Ridge Loop and Euphrates River Drive. For assistance with physical exams, please call (315)774-1117. Active Duty Optometry services are also located on the CTMC footprint and appointments can be made by calling (315)772-2234.

Health Care for Non-Active Duty Prime Enrollees:

Family Members of Active Duty (ADFM), Retirees and their Family Members, and other eligible TRICARE Prime beneficiaries are assigned a PCM. Your PCM may be located either at the Guthrie Ambulatory Health Care Clinic or a civilian network provider's office.

Housed within Guthrie Clinic are the Primary Care Clinic Homes and several specialty care clinics. The Guthrie Ambulatory Health Care Clinic is located at 11050 Mt. Belvedere Blvd. Please call (315) 772-2778 for appointments. Appointments can also be made using TRICARE Online, www.tricareonline.com

Healthcare for Children:

The Primary Care Clinic provides health care for children from birth to 17 years of age. Children receive comprehensive examinations and immunizations during well-baby and well-child visits. School immunizations and sports physicals are performed for school-age children. Parents should contact the school to see if there are any specific requirements. Please bring all shot records to these appointments. Please call (315) 772-2778 for appointments. Children with special needs or requiring respite care are enrolled in the Exceptional Family Member Program (EFMP) located at Guthrie Ambulatory Health Clinic. To Speak with EFMP staff, please call (315) 772-4653.

Women's Health Care:

The Fort Drum Obstetrics and Gynecology Clinic (OB/GYN) has multiple services dedicated to supporting women in all phases of their life. The obstetrical services include low and high risk patients. If you think you are pregnant or have a positive home pregnancy test, please call (315) 772-2778 to make an appointment with your PCM for a referral to the Fort Drum OB/GYN Clinic.

OB/GYN Clinic appointments are by *referral only* from your PCM and they include pregnancy care, lactation services, well-woman exams, abnormal Pap Smear clinic and surgical gynecology services. Fort Drum OB/GYN Clinic is located off-post at 826 Washington Street, Suite 202, Watertown, NY. The office is adjacent to Samaritan Medical Center. For more information or directions, please call (315)785-4624.

Community Preventive Health Care:

Services and programs available through the Preventive Medicine Department include:

Climb to Fitness (AD); Weigh to Stay (AD); Tobacco Cessation (AD & ADFM); and Maternal-Child Health Program (AD & ADFM). For more information, please call Army Public Health Nursing at (315)772-6404.

Online Appointing at Guthrie Clinic

You can now communicate with your Primary Care Team online using AMSMS provided by Relay Health: www.relayhealth.com.

After you register online (<https://app.relayhealth.com/Registration.aspx>), a face-to-face contact with any member of your PCM home team is required to complete the process or you may choose to wait until your next visit to our clinic and register in one simple step with one of our helpful clerks.

AMSMS IS NOT FOR URGENT OR EMERGENT MATTERS, RESPONSE WILL NOT BE IMMEDIATE.

You'll find the messaging service neatly organized and easy to use. Once you select the type of message you'd like to send, you simply compose the message and send it to us. Please allow up to 3 business days for all patient communications.

TRICARE Online:

The MEDDAC is proud to offer our patients access to their Primary Care Providers appointments 24 hours a day, 7 days a week.

With TRICARE Online (TOL), you no longer have to wake up early or wait on hold for an agent, you can make, cancel, and reschedule Primary Care appointments, check lab results and even order your pharmacy refills using TOL, 24 hours a day, 7 days a week. TOL links you and your family to healthcare services, resources, and information through a secure internet environment. TOL provides a

list of acute, routine, and wellness appointments with your PCM.

The TOL website is:

www.tricareonline.com.

Registration is required and the simple process allows you access in minutes.

To cancel an appointment:

You can cancel a scheduled appointment by calling the appointment line 24-hours a day, 7 days a week. Please leave a detailed message which includes: your name and last four of sponsor's social security number, also include the date, time, and



location of the appointment you wish to cancel, and a valid contact number in which to reach you with any questions.

To cancel an appointment, please call (315)772-2778 and follow the prompts. Fort Drum MEDDAC strives to offer our patients the best access, so when possible, we ask that you try and cancel your appointment at least 24 hours in advance.

After Hours Care/Medical Emergencies

If you have a medical emergency dial 911 or go to the nearest Emergency Room (ER); beneficiaries do not need a referral for emergency services performed at an ER. Any medical services performed at an Urgent Care Clinic/Center (UCC) will require a referral from your PCM.

TRICARE beneficiaries can now access the Nurse Advice Line (NAL) by calling (315) 772- 2778 and selecting

option 3. The NAL is a team of registered nurses who can offer home care advice about immediate health care concerns. The NAL is available 24 hours a day, 7 days a week. For pediatric issues, the NAL will route the beneficiary to a pediatric nurse.

If a follow-up is necessary or requested, the NAL will call the beneficiary back to check the patient's status a few hours later.

The NAL will make same-day appointments with the beneficiary's PCM or PCM home team for TRICARE Prime beneficiaries who are enrolled to Guthrie or a military treatment facility. If a same-day appointment is not available, the NAL will re-direct the beneficiary to the closest UCC and advise the PCM that an urgent care referral is needed so the patient does not have to worry about accruing the cost of the UCC visit.

APLSS

The Army Provider Level Satisfaction Survey is a survey program administered by the Office of the U.S Army Surgeon General. Patients are randomly selected within 48 hours after their visit with their provider. Our goal is to achieve and maintain a 95% or higher overall visit satisfaction rate. APLSS is designed to give our healthcare providers and Military Treatment Facility leadership the "timely" and "actionable" feedback they need to improve the quality of

care we give our soldiers and their families.

Patient information is not included so your identity remains completely confidential. This survey takes about five minutes to fill out, once the survey is received it will be reviewed and analyzed to determine what is important to you and your family.

When a survey is returned it equals money that we can use to improve

areas such as more available appointments, which mean more staff to fulfill those appointments. Upgrade amenities, and expand services adding more services that will better take care of our patients on a daily basis.



Patient Centered Medical Home

Hours:

Monday- Thursday: 8 a.m. - 5 p.m.

Friday: 8 a.m. - 3 p.m.

CLOSED: Weekends and Federal Holidays

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd., Patient-Centered Medical Home (Gold, White, Blue, and Red)

APPOINTMENT NECESSARY? Yes, call 315-772-2778

Walk-ins based on Triage

PCMH MISSION:

The Guthrie PCMH is dedicated to the Fort Drum, NY community, contributing to their health and well-being by providing the best care to every patient through integrated clinical practice, patient education, and comprehensive care within the PCMH model.

VISION:

Be the number one healthcare choice for our patients by providing the highest level of care to handle all of our customers' needs through a coordinated and well-balanced cohesive team.

EXCEPTIONAL FAMILY MEMBER PROGRAM**HOURS:**

Monday, Tuesday, Thursday: 8 a.m. - 4:30 p.m.

Wednesday: 8 a.m. - 2 p.m.

Friday: 8 a.m. - 3 p.m.

Closed for lunch daily noon - 1 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 315-772-4653

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Yes, all appointments are booked in person.

MISSION: The Exceptional Family Member Program (EFMP) is a program designed to assist Active Duty personnel and their Families with Exceptional Family Members who have special physical, emotional, developmental, or intellectual needs. As of 5 June 1990, enrollment in EFMP is mandatory for all Soldiers who have Family members with chronic medical or educational needs. This benefits the entire Family by allowing accurate assessments of career and Family needs during assignment decisions. All sponsors enrolled in EFMP are still subject to worldwide assignments. EFMP

works with other military and civilian agencies to provide comprehensive and coordinated community support, educational, housing, personnel, and medical services to Families with special needs. This office will assist Soldiers and their Families with the completion of the enrollment process.

If there are dual military Families, both Soldiers must enroll. Enrollment is based on medical and educational requirements of Family Members of Active Duty personnel. Enrollment updates are required every three years or when the condition changes.

CLINICAL PHARMACY SERVICES**HOURS:**

Monday- Friday: 7:30 a.m. - 4 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 315-772-5643

LOCATION: Guthrie Ambulatory Health Care Clinic, Primary Care Clinic Homes (Gold, White, Blue, and Red)

APPOINTMENT NECESSARY? Yes, by referral.

MISSION: Managing multiple medications and chronic diseases (i.e.: Diabetes, High Blood Pressure,

and High Cholesterol) can seem tough, but it doesn't have to be. A Clinical Pharmacist can guide you on the path to reducing risk of complications from chronic disease and help achieve therapy goals.

Clinical Pharmacists can also instruct on the use of herbal, vitamin and mineral supplements with over-the-counter and prescription medications to help manage and streamline medication therapy. Clinical Pharmacists enroll in a six year pharmaceutical degree program and must pass a license and law exam to obtain a doctorate in pharmacy. They must also obtain and maintain continuing education credits to practice as a Clinical Pharmacist. Additionally, many pharmacists have obtained supplementary training and may even be board certified in Ambulatory Care Pharmacy.

What are the benefits of working with a Clinical Pharmacist?

A Clinical Pharmacist will assist you by:

- 1) Providing the highest level of clinical pharmacy services with personalized medication therapy management;
- 2) Supporting management of chronic diseases such as diabetes, cardiovascular disease, high cholesterol and high blood pressure;
- 3) Providing medication reconciliation including a comprehensive printed medication list.
- 4) Assisting patients who are having difficulty meeting diabetes, blood pressure and cholesterol goals by providing additional education and medication management.



PAIN MANAGEMENT

HOURS:

Monday-Friday: 7:30 a.m. - 4 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 315-772-9292

LOCATION: Guthrie Ambulatory Health Clinic, main corridor across from EFMP

APPOINTMENT NECESSARY?
Yes by referral.

MISSION: The goal of pain management is to relieve the physical and psychosocial symptoms associated with pain while maintaining the patient's level of function, promoting optimal recovery and healing. To this end, the Command has made the relief of pain a priority for the organization. Please speak to your PCM for more information about pain management.

Fort Drum's Interdisciplinary Pain Management Clinic (IPMC) is a functional arm of the Army Pain Management Program. Based on the Step Pain Care Model, the IPMC is in place to empower primary care providers (PCP) to provide prompt and appropriate treatment for painful conditions. The IPMC is available to PCPs via multiple avenues to provide tools to support the best practices for the continuum of acute and chronic pain, based on a foundation of best available evidence.

The core of the IPMC is the Primary Care Advisor (a Family Physician), Clinical Pharmacist, and Nurse Care Coordinator. At each Primary Care Site, a Primary Care Pain Champion (PCPC) has been designated. If a PCP encounters a patient with a challenging pain condition, we recommend they first approach the PCPC in their clinic for assistance. Alternatively, the above IPMC staff may be accessed via face-to-face, telephonic, or electronic methods for questions or advice.

Some patients requiring advanced pain management may be suitable for the complementary services offered at

the IPMC. Currently we offer movement therapy and trigger point injections. In the near future, we will offer a comprehensive complementary functional restoration program which will include massage therapy, chiropractic care, acupuncture, behavior psychology as well as our movement therapy. This program has the potential to offer relief to a variety of musculoskeletal pain syndromes. We also offer assistance with polypharmacy and opioid overuse and dependence.

The IPMC is not a substitute for the execution of a conservative pain management plan as would be expected from a Primary Care Provider. In order to expedite the appropriate care for the patient, it is imperative that the PCP arrive at an accurate diagnosis and assure that the patient does not have a surgical or neurologically compromising condition.

ALLERGY & IMMUNIZATION CLINIC

IMMUNIZATION CLINIC

HOURS:

Monday-Thursday: 9-11 a.m./1:30-3:30 p.m.

Friday: 9-10 a.m.

ALLERGY CLINIC HOURS:

Monday, Wednesday & Friday: 7:30-11:30 a.m. &

1-3:30 p.m.

Tuesday: 7:30-11:30 a.m./1-6:30 p.m.

Thursday: 7:30-11:30 a.m.

CLOSED: Weekends and Federal Holidays

PHONE: 315-774-5614/5646

LOCATION: Guthrie Ambulatory Health Care Clinic, PCMH (Gold, White, Blue, and Red)

APPOINTMENT NECESSARY?

Walk-ins only for Immunizations Clinic. Appointments only for Allergy Clinic. Patients must allow extra time after receiving immunization or allergy shots to be monitored for any potential adverse reactions.

MISC: A provider's order is necessary for anyone other than active duty personnel (PPD is an exception).

All children less than 5 years old must be seen by a health care provider prior to prevent counteraction from a previous vaccination.

Certain immunizations are given on specific days of the month; i.e., yellow fever. Flu shots are available during the fall season, with special times and days announced annually to facilitate this program. Personnel relocating to another installation or assignment should check with the Allergy and Immunization Clinic to determine if special requirements apply for their next duty station. If you have questions about immunizations, please call the Clinic directly.



SCHOOL PHYSICALS

Prior to the beginning of each school year, there are designated blocks of appointments set aside to provide your children with school physicals. If you have any questions or need to schedule a school physical, please contact Patient Appointments at 315-772-2778. Please ensure all required forms are completed and brought to the appointment. Forms may be obtained from the school districts. New York Department of Education requires students to have a physical on initial entry to school (kindergarten or 1st grade), 6th grade and 11th grade. Sports physicals are required for all children participating in school or summer sports activities.

DERMATOLOGY CLINIC

HOURS:

Monday-Friday: 7 a.m. - 4 p.m.

CLOSED: Weekends and Holidays

PHONE: 315-772-2778

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd., Primary Care Clinic Gold Home

APPOINTMENT NECESSARY? Yes, all appointments are by referral.

MISSION: The goal of the Dermatology Clinic is to provide assessment, diagnosis, and treatment of the full spectrum of dermatologic disease; to promote quality patient care through integration of scientific medical principles; to include the patient in planning and implementation of the patient's care; to provide useful feedback and education to referring providers; and to maintain compliance with military and civilian regulatory agencies.

Procedures performed:

- Full body examination for skin cancer evaluation (Basal cell carcinoma, squamous cell cancer, and melanoma)
- Diagnose and treat dermatologic conditions in adults
- Diagnose and treat dermatologic conditions in pediatric patients
- Prescribe medications within scope of practice.
- Diagnostic Biopsy
- Minor excisions of skin or subcutaneous lesions
- Complex repair of excisions with flap or graft
- Manage post-operative complications (treatment of hemorrhage, hematoma evacuation, dehiscence repair)



- Incision and drainage of cyst or abscess
- Intralesional and intramuscular steroid injection
- Cryotherapy (The use of focused extreme low temperature treatment (or "freezing") to remove and cease the growth of, undesirable, small portions of tissue.
- Electrodesiccation, electrofulguration, electrocoagulation (The use of a focused high frequency electrical current to remove or cauterize a small portion of tissue. Used to treat or remove various cancerous or benign tissues, and to control bleeding of blood vessels)
- Curettage (The use of a curette, a small circular scalpel, to scrap or scoop away undesirable tissue)
- Chemical Peels for actinic damage (superficial)
 - Nail avulsion (partial and total)
 - Biopsy of nail matrix and nail bed
 - Collect specimen for gram-stain, KOH (The chemical used, in conjunction with a tissue sample, in order to test for potential fungal infections), or scabies prep
 - Collect specimen for direct immunofluorescence (The process by which a tissue sample is impregnated with a dye that reacts to only particular types of cells in the tissue)
 - Collect specimen for leishmaniasis evaluation
 - Botox injection for hyperhidrosis

Procedures the clinic will not perform:

- Laser resurfacing (e.g., for acne scarring)
- Dermabrasion
- Tattoo removal
- Cosmetic Botox
- Cosmetic fillers
- Liposuction
- Laser removal of birth marks
- Sclerotherapy with STS
- Topical treatment with podophyllin



ARMY MEDICINE
Serving To Heal....Honored To Serve

Department of Laboratory Services

Guthrie Ambulatory Health Care Clinic

HOURS:

Monday, Tuesday, Wednesday & Thursday: 7 a.m. - 5 p.m.; Friday: 7 a.m. - 4 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 315-772-5381

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Patients are seen on a walk-in basis with lab orders.

Troop Medical Clinic 2

HOURS:

Monday - Friday: 7 a.m. - 3 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 315-772-4203

LOCATION: 10020 Euphrates River Valley Rd.

APPOINTMENT NECESSARY? Patients are seen on a walk-in basis with lab orders.

WHAT YOU NEED TO BRING: Identification, Compliance card and Lab Orders. If you see a provider in our clinic, the orders will be in the computer system. If the tests are ordered by a provider outside of our clinic, we need you to provide a printed order that contains:

- A) Patient Name, Sex, Date of Birth/Age
- B) Provider's full name and address
- C) Provider's signature
- C) Tests to be performed with diagnosis codes
- E) Telephone number for the provider/office
- F) Fax number for the provider/office. We will fax the results to this number when requested.

Many tests require you to be "fasting" (no food or drink except water for 10-12 hours beforehand). The ordering provider should tell you if this requirement is necessary.

RECEIVING YOUR LAB RESULTS:

Please contact your provider, medical records representative, or logon to TRICARE on line to receive your test results.

Department of Radiology

SERVICES

OFFERED: Radiology provides routine types of diagnostic, ultrasound, and MRI examinations. All diagnostic radiographic exams are performed on a walk-in basis. **Ultrasounds** are scheduled exams due to necessary patient exam preparations. **MRIs** are entered through referrals and scheduled following review.

Guthrie Ambulatory Health Care Clinic

HOURS: Mon-Fri: 7 a.m. - 4:45 p.m.

LOCATION: Guthrie Ambulatory Health Clinic, 11050 Mt. Belvedere Blvd.

CLOSED: Weekends and Federal holidays

PHONE: 315-772-6094/5383

APPOINTMENT NECESSARY? Diagnostic X-Ray no, Ultrasound and MRI yes. All require a referral

Troop Medical Clinic 2

HOURS: Mon-Fri: 7:30 a.m. - 3:45 p.m.

LOCATION: 10020 Euphrates River Valley Rd.

CLOSED: Weekends and Federal holidays

PHONE: 315-772-2778

APPOINTMENT NECESSARY? No, walk-in with physician's referral



If there is the possibility you might be pregnant, please alert your referring physicians.

*Children under the age of 12 cannot be left unattended in waiting areas. If an accompanying guardian requires an exam, for their safety children cannot enter the examination rooms. Day care issues must be addressed prior to reporting to Radiology. ***

Department of Obstetrics & Gynecology

HOURS:

Monday-Thursday: 7:30 a.m. - 4 p.m.

Fridays: 7:30 a.m. - 3 p.m.

CLOSED: Weekends and Holidays

PHONE: 315-785-4624

NURSE TRIAGE: 315-785-4609

EMERGENT AFTER HOURS

(4 p.m. - 7 a.m.): 315-777-6899

FAX: 315-785-4653

LOCATION: 806 Washington Street, Suites 104 & 202, Watertown, NY 13601.

APPOINTMENT NECESSARY? Walk-ins are available for Depo/Gardasil shots and well-woman exams from 7:30 a.m. - 12 p.m. and 12-4 p.m.. All other services are available with referral for

SERVICES:

- Colposcopies
- Loop Electrical Excision Procedure (LEEP)
- Well woman exams
- Sexually transmitted infections(STI) screening
- Infertility testing
- Gardasil/TDAP/Flu shots
- PAP screening
- Hysterosalpingography (HSG) status post Essure
- In house and hospital surgeries
- Birth Control (to include intrauterine device (IUD) insertion and removals and Nexplanon placement and removals)
- Pregnancy care
- Non-stress test (NST)
- Amniotic fluid index (AFI)
- Ultrasounds
- CenteringPregnancy

Dental Activity

Clark Hall Dental Clinic (In-processing and Deployment/Redeployment Readiness Checks)**HOURS:**

Monday - Friday: 7 a.m. - 4 p.m.

CLOSED: Weekends and Federal Holidays

LOCATION: 10720 (Clark Hall) Mt. Belvedere Blvd.

PHONE: 315-772-0574

APPOINTMENT NECESSARY? Yes

SERVICES PROVIDED

- In-processing records
- Conducting dental readiness checks for Soldiers re-deploying
- MOB/DEMOB Reservist
- Conducting in-processing briefs for newly arriving Soldiers
- Distributing dental records to assigned dental clinic

Stone Dental Clinic (Active Duty Only)**UNITS SERVICED:**

Division Headquarters (HHBN), 10th Sustainment, 10th CAB, DENTAC, WTU and VETCOM, MEDDAC

HOURS OF OPERATION:

Monday - Friday from 7:00 am to 4:00 pm.

SICK CALL HOURS:

Monday - Friday from 7:00 am to 8:30 am

CLOSED: Weekends and Federal Holidays

LOCATION:

10590 Enduring Freedom Drive

PHONE:

Reception Desk : (315)774-5574/5575

Dental Officer of the Day: (315) 778-5622

Dental CQ: (315)778-7135

APPOINTMENT NECESSARY? Yes

1. Contact the Clinic reception desk to make an appointment at the Stone Dental Clinic where a Dentist or Dental Hygienist will see you.

2. For dental emergencies, contact the Dental Officer of the Day (DOD) or Dental CQ. The DOD and CQ are available every day, to include weekend and holidays. Hours: Monday-Friday, after 4 p.m. and all day on weekends and holidays.

In the event of a medical emergency, please call "911".



Marshall Dental Clinic (Active Duty Only)

UNITS SERVICED:

1st Brigade, 2nd Brigade, 3rd Brigade,
DSTB 10th Mountain

HOURS OF OPERATION:

Monday - Friday from 7:00 am to 4:00 pm.

SICK CALL HOURS:

Monday – Friday from 7:00 am to 8:30 am

CLOSED: Weekends and Federal Holidays

LOCATION:

10205 North Riva Ridge Loop

PHONE:

Reception Desk: (315)772-8891

Dental Officer of the Day: (315) 778-5622

Dental CQ: (315)778-7135

APPOINTMENT NECESSARY? Yes

1. Contact the Clinic reception desk to make an appointment in the Marshall Dental Clinic where a Dentist or Dental Hygienist will see you.

2. Contact the Dental Officer of the Day or Dental CQ for Dental emergencies (After 4:00 pm, Monday – Friday and all day on weekends or training holidays) at the following numbers: (315) 778-5622 or (315)778-7135.

In the event of a medical emergency, please call "911".

TRICARE Dental Program for Family Members:

<http://www.tricare.mil/tdp>

The TRICARE Dental Program is a voluntary dental plan.

You can enroll if you're a:

- Family member of an Active Duty service member
- Family member of a National Guard/Reserve member
- National Guard/Reserve member who is not on active duty or covered by the Transitional Assistance Management Program (TAMP)

The TRICARE Dental Program covers:

- Exams, cleanings, fluorides, sealants, and X-rays
- Fillings, including white fillings on back teeth
- Root canals
- Gum surgery
- Oral surgery and tooth extractions
- Crowns and dentures
- Orthodontics and braces
- Scaling and root planing (deep cleaning) for diabetics
- Additional cleaning for pregnant women

MetLife is the TRICARE Dental Program contractor.

Once enrolled log into: <http://www.tricare.mil/tdp> to get a list of Dental Providers in the area that can service you.

Tricare Dental Program for Retirees:

<http://www.tricare.mil/tdp>

The TRICARE Retiree Dental Program is a voluntary dental plan. You can enroll if you're a:

- Retired service member
- Family member of a retired service member
- Retired Guard/Reserve member
- Family member of retired Guard/Reserve member
- Medal of Honor recipient
- Family member of Medal of Honor recipient
- Survivor

The TRICARE Retiree Dental Program covers:

- Exams, cleanings, fluorides, sealants, and x-rays
- Fillings
- Root canals
- Gum surgery
- Oral surgery and extractions
- Crowns and dentures
- Orthodontics

Delta Dental is the TRICARE Retiree Dental Program contractor.

Once enrolled log into: <http://www.tricare.mil/tdp> to get a list of Dental Providers in the area that can service you.



Department of Behavioral Health

Behavioral Health Clinic

HOURS:

Monday, Tuesday, Wednesday, Thursday : 7:30 a.m. - 3:30 p.m.

Friday: 7:30 a.m. - 2:30 p.m.

CLOSED: Weekends and Federal Holidays; In the event of an emergency (after duty hours) escort patient to the nearest Emergency Room or call 911.

PHONE: 315-772-2778

LOCATION: 36 1st Street W. (Wilcox Behavioral Health Clinic)

APPOINTMENT NECESSARY? Walk-in triage services are offered daily for people with urgent behavioral health concerns. Service members may call the appointment number at 315-772-2778 to schedule a routine appointment.

evaluations, psychological assessment, and tele-behavioral health. The appropriate treatment will be decided by the provider and patient at the conclusion of the initial comprehensive assessment. The treatment plan will be tailored to meet the patient's need and will change as the needs of the patient change.

All services are provided by Licensed Clinical Social Workers, Psychologists, Psychiatric Nurse Practitioners, and Psychiatrists. All Clinicians receive advanced training to assist patients with the management of stressors interfering with

SERVICES OFFERED: A variety of behavioral health services are available for Active Duty Service Members, including: individual and group therapy; psychiatric evaluation and treatment, command-directed behavioral health

their ability to function at work or in interpersonal relationships. Referrals to other military or civilian resources are coordinated as needed or when services are unavailable through this office.

Child, Adolescent and Family Behavioral Health/ Family Advocacy Program

HOURS: Monday, Tuesday, Wednesday, Thursday: 7:30 a.m. - 4 p.m.

Friday: 7:30 a.m. - 3 p.m.

CLOSED: Weekends and Federal Holidays; In the event of an emergency (after duty hours) escort patient to the nearest Emergency Room or call 911.

PHONE: 315-772-1074 (Front desk)

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Walk-in triage services are offered daily. Clients may also call 315-772-3623 to schedule an appointment for marriage/relationship counseling.

used to include cognitive behavioral therapy, insight-oriented therapy, play therapy, marital therapy, evidence based therapy and other alternative therapies jointly agreed upon between therapist and patients.

All services are provided by credentialed/privileged providers who are actively licensed as: Licensed Clinical Social Workers, Licensed Marriage and Family Therapists, Psychologists, and Psychiatrists. Currently adult Psychiatric consulta-

SERVICES OFFERED: A variety of clinical services, to include Child/Family/Marital and Individual Therapy, are available for Service Members, Family Dependents and Retirees who are Tricare beneficiaries. Our mission is to provide services to support readiness of Soldiers and their Families to promote self-reliance, resiliency, and stability. The Department consists of: Family Advocacy Program (FAP) and Child, Adolescent, and Family Behavioral Health Services. Various therapeutic approaches are

tion, individual therapy and medication management are available for appropriate clients through the use of tele-medicine. All of these services are designed to help resolve personal and interpersonal conflicts and to deal with stresses which interfere with a person's ability to function and their well-being. Referrals of patients to appropriate military or civilian resources are coordinated as needed or when services are unavailable through this office.

Army Substance Abuse Program (ASAP)

SERVICES OFFERED: The Army Substance Abuse Program (ASAP) Community Counseling Center is a short-term program that provides on an outpatient basis, screening and evaluations, education, counseling, case management, intervention and referral services to individuals identified as alcohol and other drug abusers. Active duty military personnel are our primary customer. Referral services are available for retirees, Family members of Active Duty and retirees through TRICARE. Civilian employees are referred to the Fort Drum ASAP Employee Assistance Program Coordinator. Fort Drum ASAP also provides Prevention Education, Drug Testing, Risk Reduction and the Suicide Prevention Program Management. Fort Drum ASAP of-



HOURS: Monday – Friday: 7:30 a.m. - 4 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: (315)772-3301/6701

LOCATION: 10250, 4th Armored Div. Drive

APPOINTMENT NECESSARY? Walk-in services are offered daily. Service members may call 315-772-3301/6701 to schedule a routine appointment.

fers four levels of treatment based on the “American Society of Addiction Medicine Adult Patient Placement Criteria” (ASAM A-PPC): Level 0.5 (Early Intervention 12 hours prevention education and/or four group counseling sessions), Level 1 (90-days, Outpatient Program, 1.5 hours group counseling weekly and individual counseling as needed).

Level 2 (90-days minimal, Intensive Outpatient Program, 9 hours/3 hrs x 3 days/group counseling weekly and individual counseling as needed/ currently pending staffing level), and referral to Level 2.5 (21 or 28 day Partial Hospital Program with weekly follow-up counseling in a Relapse Prevention group for 11 months). ASAP services for Family members and other Civilians are provided through the Employee Assistance Program (EAP). Contact the EAP at (315)772-2597 for more information.

Traumatic Brain Injury Clinic (Soldier Specialty Care Clinic)

MISSION:

The Traumatic Brain Injury Clinic provides comprehensive multidisciplinary strategies in a design to facilitate the rehabilitation and reintegration of Service Members, Retirees and Dependents (ages 13 and older) who have suffered a mild traumatic brain injury (concussion).

People who have experienced a TBI typically suffer from a combination of symptoms to include: chronic headaches, sleep disturbances, memory, and cognitive problems, anxiety, depression, PTSD, family, and work issues as well as musculoskeletal injuries.

The philosophy of the team is focused on the integration of therapeutic strategies within a program providing an atmosphere of understanding, education and purpose.

SERVICES AVAILABLE:

- Medical Director/TBI Provider
- Neurologist
- TBI Intake Nurse Screeners
- TBI Nurse Case Manager
- Neuropsychologist
- Psychometrist
- Psychologist
- Clinical Social Worker
- Speech Language Pathologist
- Occupational Therapist & Certified Occupational Therapy Assistants
- Physical Therapist & Physical Therapy Assistant
- TBI Nurse Educator

HOURS: Monday, Tuesday, Wednesday: 7:30 a.m. - 4 p.m.

Thursday & Friday: 7:30 a.m. - 3 p.m.

CLOSED: Weekends and Federal Holidays; In the event of an emergency (after duty hours) escort patient to the nearest Emergency Room or call 911.

PHONE: 315-772-8639

LOCATION: 26 1st St. W. (next to Wilcox Behavioral Health Clinic)

REFERRAL NECESSARY? The TBI Clinic accepts referrals and walk-ins.

HOURS: Monday - Thursday: 6:45 a.m. - 3:30 p.m.

Friday: 6:45 a.m. - 2:30 p.m.

CLOSED: Lunch 11:30 a.m. - 12:30 p.m. & Weekends and Holidays

PHONE: 772-2234

LOCATION: Intersection of Euphrates River and S Riva Ridge Blvd., Bldg P-10501

APPOINTMENT NECESSARY? Yes, however limited walk-in services are provided call 772-2234

EYE EXAMINATIONS: Provided on an appointment basis for Active Duty personnel only. All other TRICARE Prime enrollees and non-enrolled beneficiaries will be seen in the Civilian Network. Eye examinations include a complete assessment of the health of the visual system, dilation and determination of spectacle prescription.

CONTACT LENS: Services are limited to prescription updates for patients who currently successfully wear contact lenses, who have the lenses for assessment of proper fit, and who have contact lens prescription information to identify all necessary lens parameters. Patients should bring in their last contact lens prescription or the contact lens' boxes/vials. Initial fits and contact lens insertion and removal training are not offered at this clinic.

MILITARY SPECTACLES: Fitted, ordered, adjusted, and repaired for Active Duty and retired service members. Retired service members having a current spectacle prescription (less than 1 year old) from a civilian eye doctor may order military spectacles by bringing the prescription to the Optometry Clinic during normal hours. Referrals/appointments are not required.

VISION READINESS

SCREENING: All U.S. Army Soldiers are required to complete an annual vision readiness screening. A vision readiness screening can be conducted by the Soldier's unit or can be completed through the annual

PHA. Soldiers are required to bring all current military eyewear (glasses and protective mask inserts) to the screening. Soldiers should not be wearing contact lenses at the vision screening. This is not a comprehensive eye exam and those determined to have deficient vision and spectacles (classified a 3 or 4) are required to schedule a routine optometry appointment. Question on MEDPROS updates can be directed to Physical Exams.



REFRACTIVE SURGERY

PROGRAM: For information go to the Guthrie Ambulatory Heath Clinic website at: www.drum.amedd.army.mil under the Clinical Services column, Conner Troop Medical Clinic, Optometry tab, then scroll to and click on Warfighter

Refractive Surgery Program Information. This site will explain all current policies and procedures concerning program procedures here at Fort Drum. Those Active Duty Soldiers interested in requesting refractive surgery must schedule a routine appointment with Fort Drum Optometry. Active Duty Soldiers who wear soft contact lenses must remove contact lenses and discontinue wear 30 days prior to refractive surgery appointment.



Orthopedic Clinic

MISSION: To provide assessment, diagnosis, and treatment of fractures and surgical orthopedic disease; to promote quality patient care through integration of scientific medical principles; to include the patient in planning and implementation of the patient's care; to provide useful feedback and education to referring providers; and to exceed the compliance requirements with military and civilian regulatory agencies.

SERVICES PROVIDED:

- Detailed musculoskeletal evaluation of fractures and other musculoskeletal injuries that may require surgical intervention.
- Diagnoses and treatment of orthopedic surgical conditions in adults
- Diagnoses and treatment of orthopedic surgical conditions in pediatric patients
- Prescribe medications within scope of practice
- Small procedures; i.e., large and small joint injections and aspirations, some hardware removal

HOURS OF OPERATION

Monday - Friday: 7:00 am to 4:00 pm

CLOSED: Weekends and Federal Holidays

PHONE: (315)772-2778

LOCATION: Guthrie Ambulatory Health Clinic, 11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? New appointments are by referrals only.

- Anesthesia (digital block, local, limited regional blocks as necessary)
- Manage post-operative complications (treatment of hemorrhage, hematoma evacuation, infections, etc.)
- Incision and drainage of cyst or abscess
- Splint application and management
- Cast application and management
- Orthopedic device (controlled ankle motion boots, prefabricated splints, shoulder and knee immobilizer) application and education.
- Nail avulsion (partial and total)
- Biopsy or repair of nail matrix and nail bed
- Collection of specimen for gram-stain, or cultures
- Total joint replacement of the hip or knee

All invasive major surgeries are performed at Carthage Area Hospital (in Carthage, NY).



Podiatry Clinic

MISSION: To provide podiatric evaluation and treatment to beneficiaries. Conditions covered include medical, surgical, and biomechanical management of diseases, injuries, and deformities as they relate to the lower extremity. Systemic diseases not related to Podiatry will be referred to the appropriate clinic.

HOURS

Monday - Friday: 7:00 am to 12:00 pm and 1:00 pm to 4:00 pm

CLOSED: Weekends and Federal Holidays

PHONE: (315)772-2778

LOCATION: Guthrie Ambulatory Health Clinic, 11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? New appointments are by referrals only.

Care is provided to Active Duty Soldiers, Retirees, and Reserve and National Guard Soldiers who are on Active Duty status, and eligible military family members on a referral basis.



SERVICES PROVIDED:

- Plantar wart therapy
- Tape and cast immobilization
- Orthotic evaluation and casting
- Nail surgery
- Steroid injection
- Diabetic foot care

All invasive major surgeries are performed at Carthage Area Hospital.

Nutrition Clinic

HOURS: 7:30 a.m. - 4:30p.m., Monday - Friday

CLOSED: Weekends and Holidays

PHONE Appointments call (315)772-3489/6404

LOCATION: 36, 1st Street W.

APPOINTMENT NECESSARY? Yes, individual appointments are available for specific nutritional needs or medical conditions by referral from your health care provider.

Registered Dietitian Scope of

Care: The Nutrition Clinic of Guthrie Army Health Clinic strives to provide superior Soldier support and patient care through expert professionals employing the full spectrum of nutrition science to optimize Soldier health and physical performance. We provide nutritional education and awareness which shapes eating habits for a lifetime.

A Registered Dietitian is available to provide Medical Nutrition Therapy to Active-Duty Soldiers, retirees and family members. Individual appointments are available by referral only. Once we receive a referral from your PCM, you may schedule an appointment. Referrals are not required for classes, but since seating is limited, participants must call the Nutrition Clinic for reservations.

Mission

Meet the readiness needs of today's military through nutrition doctrine, nutrition policy support to the soldier and the unit, timely delivery of medical nutrition therapy and nutrition education to TRICARE beneficiaries in a variety of settings (military units and community organizations). Provision of consultant services in nutrition to other health care providers and food service operations in the community.

Programs:

Army Body Composition Program Nutrition Counseling -

A series of two interactive classes provides nutrition guidance, for Soldiers who are flagged or within 2% of being out of weight standards.

The Registered Dietitian provides one class at the Army Wellness

Center and the second one at the Commissary. This course fulfills the requirement of AR 600-9.

Nutrition Counseling - Individual appointments are available for specific nutritional needs or medical conditions by referral from your health care provider.

Commissary Tour - An hour long tour of the Commissary highlighting foods to aim for, foods to avoid, how to eat healthy on a budget, and how to avoid labeling misdirection. No physician consult required.

Performance Nutrition Classes -

Individual and group/team nutrition counseling and education to enhance the performance of Soldier Athletes. Whether it's training for a marathon, the APFT test or weight room gains, getting the proper nutrition is key to improving your performance.

Community Classes - Registered dietitian available to talk to community groups or events on any nutrition topic desired such as healthy snacks for children, weight management, eating on the go, and quick and healthy cooking demonstrations.

Occupational Health

HOURS:

Monday - Friday: 7:00 a.m. - 3:30 p.m.

CLOSED: For lunch daily: 12:30 - 1 p.m.; Weekends and Federal Holidays

PHONE: 315-772-5811

LOCATION: Bldg. P11058 (Next to Guthrie)

APPOINTMENT NECESSARY? Walk in services available

Mission:

Occupational Health's mission is to protect the civilian/military work force from occupational injuries, illnesses and exposures. Occupational Health anticipates, identifies, assesses and monitors occupational diseases and injury risks. We perform Pre-Placement Medical Examinations, Medical Surveillance Examinations, Health Hazard Education, Blood borne Pathogen Exposure follow up, Hearing Readiness and Testing, Vision Readiness and Testing, Workplace Epidemiological Investigations, Res-

piratory Protection screening, Work-related Immunizations, on-the-job Injury monitoring and other services while maintaining compliance with military and civilian regulatory agencies.

Vision:

The Occupational Health Clinic staff recognizes the individuality of the patient and the uniqueness of each patient's work environment, job duties and physical limitations. We provide comprehensive quality health assessments in which the clinic's continuing responsibility for health care is not limited by the patient's age, sex, or by a particular organ system or disease entity. Occupational Health activities focus on health promotion and protection; maintenance and restoration of health and preventive health care, including early disease detection, health education and counseling and worksite evaluations. We believe the patient has the right to be treated with dignity and be an active participant in the decisions regarding personal care.

Army Public Health Nursing

Scope of Care:

Provides education and clinical services directed toward the promotion of healthy lifestyles and prevention of illness or injury. The area of practice for the Public Health Nurses is in the clinic, classroom, the unit, and other community locations. Health education classes are provided regularly or as requested on tobacco cessation, nutrition, prenatal care/expectant parent, family planning, HIV/AIDS, and sexually transmitted diseases. Public Health Nurses also provide telephone consultations and counseling related to prenatal, postpartum, newborn, child development, and safety concerns. All Active Duty, Family members, retirees, and other authorized beneficiaries are invited to make use of the services offered by Public Health Nursing. Below are the key programs.

Programs:

Tobacco Cessation - Tobacco Cessation Classes are offered on the second, third and fourth Thursday of the month from 8:00 am to 10:00 am. Classes are held in the Army Wellness Center classroom in building 10550, 5th Army Division Rd. Please call to sign up for a class. Information concerning the class and other

HOURS: Monday - Friday: 7:30 a.m. - 4:30 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 772-6404

LOCATION: 36, 1st Street W.

APPOINTMENT NECESSARY? Yes, call to schedule an appointment with a Public Health Nurse

tobacco cessation matters can also be found on our website.

Sexual Health Clinic - Walk ins are welcome Tuesday, Wednesday, and Thursday 11:00 a.m. - 1 p.m. at CTMC. PHN's are prepared to discuss prevention, testing, or treatment of sexual health matters, to include HIV, Hepatitis, and all other sexually transmitted infections. Confidentiality is top priority.

Latent Tuberculosis Clinical Management - PHN evaluates positive TB skin tests and provides latent tuberculosis case management, by appointment only.

Child, Youth, and School Services - PHN serves as health consultant to Child Development Centers, Family Child Care Homes, School Age Services, and Youth Services, as part of the team to ensure the health and welfare of your children. The PHN is the primary consultant to accommodate children with special needs in the CYSS programs.

Childbirth Classes - A monthly series is held every Tuesday afternoon from 1:30 pm to 3:30 pm in Preventative Medicine Bldg. P-36

located on First St. West. This is for all mothers and fathers-to-be! We also have one certified lactation consultant, and two certified lactation counselors on staff to help you with your breastfeeding questions and concerns. Call PHN for details of class schedules and services. We



have the only lactation room on post.

North Country Mothers Group - Meets weekly on Wednesday's from 10:00 am to 12:00 pm at Adirondack Creek Community Center. Moms who are expecting, new and experienced are invited to bring their babies and enjoy this information and resource sharing venue with a maternal-child nurse and other Fort Drum spouses. Call (315)772-3639 for more details.



Army Public Health Nursing Services



Audiology Clinic

HOURS: Monday - Thursday 7:30 a.m. - 4:30 p.m.

Friday: 7:30 a.m. - Noon

Walk-in hours available

CLOSED: Weekends and Federal Holidays

PHONE: 315-772-7639

LOCATION: 10720 (Clark Hall), Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Walk-in only

DIAGNOSTIC SERVICES

Audiology provides routine hearing evaluations that consist of air and bone conduction audiometry, speech reception threshold assessment, word recognition testing, Diagnostic Distortion Product Otoacoustic Emissions (DP OAE's), and immittance audiometry. Immittance audiometry will include tympanogram and ipsilateral acoustic reflexes. All testing is performed by an audiologist or certified technician with supervision from audiologist. This testing is to be completed on all who come in for a diagnostic exam. Follow up testing will include required test as determined by the audiologist or nature of the problem. Testing not performed will be documented on the evaluation form.

Audiology provides routine diagnostic services to all Active Duty Service Members, Active Duty dependents over the age of three years, DoD employees, and retirees. If deemed necessary the audiologist can initiate a referral to another health specialist. Ear mold impressions and minor hearing aid repair may be performed by a qualified technician or audiologist on a walk-in basis or by appointment, if more time is needed.

PROFILES

Profiles for Active Duty soldiers will be issued IAW AR 40-501, Standards of Medical Fitness. The profiling will be completed by an Audiologist. All Soldiers requiring

an H-3 profile will have a Speech Recognition In Noise Test (SPRINT) completed prior to Military Occupational Specialty Administrative Retention Review (MAR2). DoD employees who have H3 profile level hearing are also administered the SPRINT 100.

HEARING AID SERVICES

Hearing aids are available for Soldiers. Soldiers found to have sufficient hearing loss to warrant amplification will be fit at Audiology Services. Before being fit with amplification a complete and current (within 12 months) diagnostic exam must be completed. Hearing aids are not offered to dependents, DoD employees or retirees at this time.

WAIVERS

Waiver requests policy for Airborne School. Fort Benning has indicated that in order for a waiver to be given three conditions must be met: 1) reliability must be good on the 4700, 2) word recognition must be good (80% or greater per clinic standards), 3) audiologist recommends a waiver. The soldier will then return to their primary care provider for additional recommendation.



Hearing Conservation Clinic

HOURS: Monday - Thursday: 7:30 a.m. - 4:30 p.m.

Friday: 7:30 a.m. - Noon

CLOSED: Weekends and Federal Holidays

PHONE: 315-772-3622

LOCATION: 10720 (Clark Hall) Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Walk-in only

The Hearing Conservation Clinic ensures all military and civilian personnel routinely exposed to potentially hazardous noise are given a pre-placement audiometric examination (to be recorded on a DD Form 2215 as a Reference Base-Line audiogram).

Individuals who perform duties in a hazardous noise environment receive annual audiometric examinations (to be recorded on a DD Form 2216 as a periodic audiogram). Termination (DD Form 2216) audiograms are

performed on personnel leaving the military (ETS, chapter, or retirement) and for civilian personnel enrolled in the Hearing Conservation Program (terminating employment or retirement). The original DD Form 2215/2216 is filed in the individual Health Record and a duplicate copy will be maintained in the local Hearing Conservation File.

DOEHRS-HC data export procedures are performed monthly on all DOEHRS-HC systems and sent to the DOEHRS data warehouse using

the DOEHRS net account. Hearing conservation updates MEDPROS, and tracks unit readiness for hearing.

We conduct audiometric monitoring and notify unit commanders when the hearing test results indicate a permanent standard threshold shift (STS). We ensure that only DOEHRS-HC certified personnel perform audiometric monitoring and that they have a current certification number.

Hearing Conservation provides educational lectures to all Soldiers on the deleterious effects of noise and on the proper use and care of hearing protective devices. In addition, we supervise the fitting of hearing protection to Soldiers and Civilian personnel routinely exposed to noise. We fit hearing protective devices to all personnel (civilian and military) working in potentially hazardous noise areas, provide a written letter to a Soldier's company commander or to a Civilian's supervisor when he/she shows a permanent STS in hearing, monitor firing ranges to ensure personnel are complying with the regulations for hearing conservation (mandatory wear of hearing protection), and provide any additional lectures required in the administration of the Hearing Conservation Program.



Soldier Readiness Clinic

HOURS: Monday - Friday: 7:30 a.m. - Noon & 12:30 - 4 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 772-0063 - In the event of an emergency call 911

LOCATION: 10720 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Yes, call 772-0063 to schedule an appointment with SRC

Scope of Care:

Services provided include: Medical In-processing, Medical Readiness for Deployment/Redeployment of active duty Soldiers, Post Health Deployment, Re-Assessment (PDHRA), Mobilization/Demobilization (MOB/DEMOB) for Reservists, National Guard, and individual medical readiness. We also conduct the yearly Influenza Vaccination Program for active duty Soldiers.

Please call (315)772-0063 to schedule an appointment for a unit.

Programs:

MEDICAL In-Processing: In-processing Soldiers are any Soldier new to Fort Drum. All in-processors are scheduled thru the Welcome Center, Clark Hall 772-2564. The Welcome Center schedules service members based on the influx of soldiers as well as the availability of their calendar. Scheduling with our clinic is based on a variety of factors which include the service member's other in-processing stops and our availability for that day. The standard for an in-processor is to establish the Soldier in the system, identify medical needs, update soldier information, update immunizations, and act as a first impression of MED-

DAC to the service member, informing them of their access to care.

Soldier Readiness Check (MOB):

Any Soldier within 90 days of deployment will receive SRC. All SRC's are scheduled thru the Personnel Services Branch's Soldier Readiness Coordinator, Clark Hall 772-2564. The PSB/Welcome Center schedules service members based on the influx of Soldiers as well as the availability of their calendar. The standard for a service member during the SRC process is to ensure the system has accurate information, identify non-deployability issues, update Soldier information, update immunizations, administer deployment immunizations, ensure labs are up-to-date.



Reverse Soldier Readiness Check

(DEMOB): A RSRC is performed on any service member who has recently returned from deployment. All RSRC's are scheduled thru the Personnel Services Branch's Soldier

Readiness Coordinator, Clark Hall 772-2564. The PSB/Welcome Center schedules service members based on the influx of Soldiers as well as the availability of their calendar. The standard for a service member during the RSRC process is to ensure the system has accurate information, identify immediate medical issues, update soldier information, update immunizations, administer PPD, ensure labs are up-to-date.

Post-Deployment Health Reassessment:

Service members who recently returned from deployment receive PDHRAs in 90-180. All PDHRA's are scheduled thru the administrative staff of the SRP Clinic at 772-0063. PDHRAs are scheduled by a variety of methods, depending on number, unit, and priority. The standard for a service member during the PDHRA process is to ensure the system has accurate information, identify immediate and reoccurring medical issues, update Soldier information, update immunizations, administer follow-up PPD from the RSRC process, ensure labs are up-to-date.

Walk-In & Out-Processing:

An out-processor is any Soldier leaving Fort Drum. All out-processors are provided a medical out-processing brief. A walk-in is any service member who comes to the clinic and is not scheduled for a process. Walk-ins vary from those who need a process completed, to those who only need to update their medical readiness status. The standards for both are to identify medical needs, update Soldier information, update immunizations.

Physical Therapy Clinic

HOURS: Monday - Thursday: 7 a.m. - 4 p.m.

Friday: 7 a.m. - 1 p.m.

CLOSED: Weekends, and Federal Holidays

PHONE: 315-772-1628

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Yes, requires a consult or referral from PCM.

SERVICES OFFERED:

- In-clinic rehab
- Cervical and lumbar traction
- Electrical stimulation
- Functional rehab (located at the Monti Gym)
- Pool class (located at the Monti Gym)
- Pose method running (located at Atkins Gym)

Chiropractic Clinic (Active Duty Only)

HOURS: Monday - Thursday: 7 a.m. - 3:30 p.m.

Friday: 7 a.m. - 1 p.m.

CLOSED: Weekends, and Federal Holidays

PHONE: 315-772-1628

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Yes, requires a consult or referral from PCM.

SERVICES OFFERED:

- Traction
- Trigger Point Therapy
- Temporal Mandibular Joint Manipulation
- Electrical Stimulation
- Cervical and Lumbar adjustments.

Occupational Therapy

HOURS: Monday - Thursday: 8 a.m. - 4 p.m.

Friday: 8 a.m. - 1 p.m.

PHONE: 315-772-1628

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? Yes, requires a consult or referral from PCM.

SERVICES OFFERED:

- Increase function of Upper Extremity with every-day activities.
- Post Surgical Rehabilitation for Upper Extremity
- Neuromuscular Re-Education
- Modalities Include: Ultrasound, Iontophoresis, Fluidotherapy, Paraffin Bath, Electrical Stimulation



Soldier Centered Medical Home

CONNER TROOP MEDICAL CLINIC/ TROOP MEDICAL CLINIC 2

HOURS:

Monday - Thursday: 7:30 a.m. - 4 p.m.

Friday: 7:30 a.m. - 2:30 p.m.

PHYSICAL THERAPY

Monday - Friday: 6:45 a.m. - 3:45 p.m.

PHARMACY

Monday - Friday: 7:30 a.m. - Noon, 12:30 - 4 p.m.

MEDICAL RECORDS

Monday - Thursday: 7:30 a.m. - Noon, 1 - 4 p.m. (Closed at 3 p.m. on Fridays for training)

CLOSED: Weekends and Holidays

PHONE: Appointment Line 315-772-2778

LOCATION: 10506 Euphrates River Valley Rd.; 10020 Euphrates River Valley Rd.

APPOINTMENT NECESSARY? Yes, Soldiers must be referred by their unit's battalion aid station before arriving to the clinic.

MISSION:

U.S. Army MEDDAC Fort Drum provides high quality healthcare and leadership to maximize medical readiness of the force and improve, restore and sustain the health of our patients.

SOLDIER CENTERED MEDICAL HOME:

The hallmark of Conner Troop Medical Clinic (CTMC) and Troop Medical Clinic 2 (TMC2) is based on the concept of a Soldier Centered Medical Home (SCMH) which provides enhanced continuity of care focusing on prevention and consolidation of all services to one location for ease of access. The CTMC and TMC2 SCMH is comprised of the Mountain, Warrior, and Commando Homes which correspond to the Brigade assignments of the 10th Mountain Division. As a result of this structure, Soldiers will be assigned to a specific team which will include their PCM and 3-5 other credentialed providers (usually from their respective unit), a registered nurse, 2-3 licensed practical nurses and several 68W medics. If your PCM is not available, you may be scheduled with another provider on your team to maintain continuity of care. Soldiers will ideally not

lose contact with their current PCM, but will gain the experience and knowledge of a coordinated medical team who utilize evidence based medicine, and who will be familiar with their patients in an effort to allow for increased access to care and a proactive approach to health care.

SERVICES

PROVIDED:

Sick call: Sick Call is for Active Duty Soldiers assigned/attached to 10th Mountain Infantry Division and the Fort Drum community. Soldiers must be referred by their unit's Battalion Aid Station before arriving to the clinic.

Soldiers newly assigned to Fort Drum will medically in-process through Soldier Readiness Center (SRC) located at 10720 Mount Belvedere Blvd, Clark Hall. For assistance call 315-772-2656. Soldiers are screened at the Battalion Aide Station level before making an appointment for primary care with the medical clinic designated by their unit.

Additional Services:

- Minor surgeries (Skin Biopsy Wound Care, Laceration Repair, Toenail Removals, Joint Injections, Colposcopy)
- Over 40 PHAs
- Well-Woman Exams
- Routine Appointments
- Laboratory and pharmacy services are available for acute care treatment; more extensive services are available at Guthrie Ambulatory Health Care Clinic.

DIRECTIONS:

To Conner Troop Medical Clinic on South Riva Ridge Road. From I-81, take exit 48A, go approximately 5 miles East on I-781 (Paul Cerjan Memorial Hwy), I-781 will lead directly to Iraqi Freedom Gate, after getting security check from guards drive approximately 2.5 miles to Euphrates River Valley Road. Take a right on Euphrates River Valley Road and travel approximately 1 mile to South Riva Ridge Road, turn left at intersection of South Riva Ridge Road and Euphrates River Valley Road, Clinic is adjacent to parking lot.



TMC 2 is located directly across the street from CTMC, at the intersection of Euphrates River Valley Rd and Korengal Valley Rd in building 10020.

GUTHRIE HOURS:

Monday – Friday: 7:30 a.m. - 5:30 p.m.

PHONE: 315-772-7698

CLOSED: Weekends and Federal Holidays

CONNER TROOP MEDICAL CLINIC HOURS:

Monday-Thursday: 7:30 a.m. - 4 p.m.

Friday: 7:30 a.m. - Noon

PHONE: 315-772-8400

CLOSED: Weekends and Federal Holidays

BUSIEST TIMES:

Main Pharmacy (Guthrie) 10 a.m.-12:30 p.m. and 1:30-4 p.m. (Please allow extra time for prescription pick up between these hours.)

MANDATORY ID CHECKS: Patients must have their ID card to receive Pharmacy services. When picking up a prescription for someone other than yourself, you must have either the patient's ID card, a photo copy of the patient's ID card or a picture of the patient's ID card on a cell phone may also be presented.

MEDICATION LIST

(FORMULARY): The Guthrie Ambulatory Health Care Clinic Outpatient Formulary can be accessed at:

<http://www.drum.amedd.army.mil/>
On the left side of the page click on Clinical Services, select Pharmacy, under "Things you need to know about us," click on Formulary.

REFILLS: Mandatory call-in refills take three business days to process; please plan accordingly. For medications which are not on the formulary, please allow an additional 3-5 business day. Refills may be phoned to

315-772-3696 or 1-800-354-1723 (24 hours a day). You may also request your refills online at: <http://www.drum.amedd.army.mil/>
On the left side of the page click on Clinical Services, select Pharmacy, click the refill button at the bottom of the page. Prescriptions not picked up within 14 business days will be returned to stock. Same day refill service is only provided for active duty at CTMC only.

NEW PRESCRIPTIONS:

- Patients should not mail new prescriptions to the Guthrie Pharmacy, but physically bring prescriptions to the pharmacy and they will be filled at that time.
- Civilian physicians/providers may use e-prescribing. All **approved hard copy prescriptions** must be signed in ink. **Hand stamps are not honored at MTFs.**
- Instructions to patients that state "Use as directed" are not acceptable for patient safety reasons.
- Most prescriptions will be filled as written, up to a 90-day supply.
 - Faxed and phoned in prescriptions are not accepted.
 - **The Pharmacy accepts outside providers' written prescriptions for drop-off until 5 p.m.. Drop-offs after 5 p.m. will be ready the next business day.**

TRICARE PHARMACY PROGRAM:

TRICARE's pharmacy benefit is available to all eligible uniformed service members, retirees, and family members, including beneficiaries age 65 and older. The TRICARE Pharmacy Program provides outpatient prescription drugs to more than 9.6 million individuals.

Express Scripts, Inc., who administers the TRICARE Pharmacy benefit, provides your home delivery, retail, and specialty pharmacy services. Express Scripts handles millions of prescriptions each year through home delivery and retail network pharmacies.

The TRICARE Pharmacy Program is designed to provide the medications you need, when you need them, in a safe, convenient, and cost-effective manner. The program's three objectives are to:

1. Provide a uniform, effective, and efficient benefit: TRICARE provides you with several pharmacy options. The TRICARE Pharmacy Program Handbook contains more information on these options. It is the most comprehensive source of information on the pharmacy benefit. Beneficiaries may also visit www.tricare.mil/pharmacy or www.express-scripts.com/TRICARE, to obtain helpful information about their pharmacy benefit.
2. Encourage TRICARE Pharmacy Home Delivery use: TRICARE Pharmacy Home Delivery is the least expensive option when not using a military treatment facility pharmacy. You can receive up to a 90-day supply of maintenance medications delivered directly to your home. The Member Choice Center is available at 1-800-238-6095 to help you switch prescriptions to the convenient, cost-effective home delivery option.
3. Promote patient safety: All prescriptions dispensed through military treatment facilities, TRICARE Pharmacy Home Delivery, and retail network pharmacies are vigorously checked for accuracy and against your TRICARE prescription history for potential drug interactions.



Veterinary Services

HOURS: Monday-Friday: 8:30 a.m. - 5 p.m.
CLOSED: Weekends and Holidays
PHONE: 315-772-4262
LOCATION: 10735 Enduring Freedom Dr.
(between Key Bank and the Commissary)
APPOINTMENT NECESSARY? Yes

MISSION:

To safeguard health and well-being of both animals and people through exemplary public health services, which include Food Safety and Security, Military Working Dog veterinary care, and Privately Owned Animal veterinary care. Privately Owned Animal services are available by appointment for Active Duty, Reservists, National Guard and Retirees.

SERVICES OFFERED:

- Immunizations and wellness exams
- Sick call services- acute vomiting, diarrhea, wound/injury care (all cases must be triaged over the phone prior to the patient coming in)
- Geriatric care- senior bloodwork, arthritis, quality of life
- Dermatological care- skin and ears
- Diagnostic services including blood work, radiology, and ultrasonography
- Routine surgical services- spay, neuter, dental, mass removals

- Dental care- cleaning under anesthesia and extractions
- Health certificates for travel or OCONUS PCS
- Nail trims, ear cleaning, anal gland expression
- On-site pharmacy (limited to patients with a valid vet-client-patient relationship within the past 12 months)

MISC:

For Service/Family members living on-post, all pets must be registered at the veterinary clinic within 45 days of arrival. All pets must have a microchip and current rabies certificate.



Army Wellness Center

MISSION: The Army Wellness Center provides standardized primary prevention programs and services designed to build and sustain good health and improve the overall lifestyles of Soldiers, Family Members, Retirees, and DA Civilians. The Army Wellness Center helps individuals build good health by empowering participants to set their own health goals and achieve them. It addresses lifestyle change in areas that affect both short- and long-term health, engaging people in their "lifespace"- the places where they live, work, relax and rest. Appointments for health assessments can be made through referrals from PCM or self-referral in person, or by phone.

SERVICES OFFERED: A variety of clinical services to include Fitness testing and prescription, Metabolic (nutrition) and Body Composition assessments. Biofeedback sessions are offered in conjunction with our Stress Management class. Other classes offered include Healthy Sleep Habits and Upping Your Metabolism.

HOURS:

Monday - Friday: 7 a.m. - 4 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 772-4608

LOCATION: 10550 5th Armored Dr.

APPOINTMENT NECESSARY? Yes



Patient Advocate

HOURS: Monday-Friday: 7:30 a.m. - 4:30 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: 315-772-4655/7368

LOCATION: Guthrie Ambulatory Health Clinic,
11050 Mt. Belvedere Blvd.

APPOINTMENT NECESSARY? No, walk-in basis

MISSION: The Fort Drum MEDDAC Patient Advocate Office serves as the contact point for all patient satisfaction concerns, compliments and suggestions. We are the liaison between the patients and the MEDDAC Clinics. We can assist you in obtaining assistance and/or answers to your concerns. We are the point of contact for infor-

interpreter services during their appointment. In most cases the Patient Advocate Office will require at least 48 hours to arrange for a Sign Language Interpreter to be present. If you think that you or your family member may need a Sign Language Interpreter, please contact the Patient Advocate Office.

Sexual Harassment Assault Response Prevention (SHARP)

The following services are available to Soldiers and adult Family members who are survivors of sexual assault not related to domestic violence:

Unrestricted Reporting: This option is recommended for a victim of sexual assault who desires medical treatment, counseling, and an official investigation of the crime. You should contact one of the numbers listed below to report the sexual assault.

Restricted Reporting: This option is recommended for victims of sexual assault who wish to confidentially disclose the crime to specifically identified individuals and receive medical treatment and counseling without triggering the official investigative process. Victims who make a restricted report can change to an unrestricted report at any time. You should contact one of the numbers listed below to report the sexual assault.

* Please remember that if you divulge that you were sexually assaulted to anyone other than a Sexual Assault Response Coordinator (SARC), SHARP victim advocate, or medical personnel it will be considered an unrestricted report and an investigation will be initiated by CID.

For additional information or immediate assistance contact:

Fort Drum 10th MTN DIV SHARP
24/7 Hotline: (315)767-6128
Or Safe Helpline-Sexual Assault Support for the DOD Community
(877)995-5247 Text: 55-247 (inside the U.S.) Text: 202-470-5546 (outside the U.S.)
www.safehelpline.org/



Sexual Assault Medical Forensic Examiner (SAMFE):

The Fort Drum Sexual Assault Medical Management Office (SAMMO) provides medical and behavioral health care to all adult (age 18 and above) victims of sexual assault. Our team consists of the Sexual Assault Medical Forensic Examiners (SAMFE), Sexual Assault Care Providers (SACP), Sexual Assault Behavioral Health providers (SABH).

We have a team of nurses and providers (SAMFE) available 24/7 who are specially trained to conduct a medical and forensic examination when a victim reports sexual assault within 168 hours (7 days) of the event. The examination includes the completion of a forensic evidence collection kit, treatment for injuries and preventive treatment for pregnancy and sex-

mation on your Patient Bill of Rights and Responsibilities, Advanced Directives, Patient Privacy and information on the Rules and Regulations of the MEDDAC. The Patient Advocate Office is also the point of contact for our patients who may require language interpreter or American Sign Language

usually transmitted infections. Examinations are offered in the local hospital emergency rooms at Carthage Area Hospital and Samaritan Medical Center.

Whether the assault is officially reported as restricted/unrestricted or not officially reported at all, any victim of sexual assault is offered ongoing medical care by our SACP to monitor and treat any medical complications or problems as a result of the assault. The care will continue for at least six months following the assault or until care is no longer needed.

Additionally, behavioral health counseling and care is led by our SABH provider offering individual counseling/therapy and group therapy to survivors of sexual assault, no matter when it occurred. The SABH will meet with the survivor to address the survivor needs and develop a plan for services as requested or required and will continue until care is no longer needed or the survivor wishes to terminate care.

The SABH and the SACP work together as a team to ensure recovery and healing for the survivor.

To report a sexual assault, call the Fort Drum Sexual Assault Hotline (confidential) 315-767-6128. For questions about the program call 315-772-8812.

Patient Support Services

Patient Administration Division

MISSION: The Patient Administration Division's purpose is to maintain patient medical records and assist patients in retrieving medical information pertinent to their ongoing medical care.

If you are a Soldier or Family member who is new to the area, we strongly encourage you to stop by our outpatient records department and request your medical records from your previous unit.

MEDICAL RECORDS:

The Medical Records Section falls under the PAD. Medical Records are the property of the U.S. Government and are maintained for the benefit of the patient. The Medical Records Section and Release of Information staff have the responsibility for ensuring all medical records held in their custody are safeguarded from loss or tampering, and that the information in the records is released only to authorized individuals.

A valid ID card is required to request a copy of your medical records. Beneficiaries are entitled to one free personal copy of their medical record, per AR 40-66. Additional copies will be assessed an administrative fee and charges per page. Due to the large volume of requests, customers requesting a copy of their medical records should submit their

requests in writing no less than 45 days in advance.

GUTHRIE MEDICAL RECORDS SECTION

Medical records for military family members, retirees, and WTU, DENTAC, Veteranian Services,

and MEDDAC Soldiers are maintained at the Medical Records Section at Guthrie Ambulatory Healthcare Clinic (GAHC). It is recommended that a medical record be established at GAHC for every Family member to be seen for medical treatment on Fort Drum.

HOURS:

Monday - Thursday, 7 a.m. - 4 p.m.

Friday, 7 a.m. - 3 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: (315) 772-3081/5637

LOCATION: Guthrie Ambulatory Health Care Clinic, Bldg. 11050, across from the break room.

APPOINTMENT NECESSARY?

No, walk-in only

TMC2 MEDICAL RECORDS SECTION

Medical records for Garrison and Division Soldiers are maintained at the Troop Medical Clinic 2 (TMC2).

HOURS:

Monday - Thursday, 7 a.m. - 4 p.m.

Friday, 7 a.m. - 3 p.m.

CLEARING HOURS:

Monday - Thursday, 8 a.m. - 3 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: (315) 772-8644

LOCATION: 10020 Euphrates River Valley Rd.

APPOINTMENT NECESSARY?

No, walk-in only

RELEASE OF INFORMATION (ROI)

This department handles requests for copies of medical records. One free personal copy per person is authorized, additional copies have a fee per page (call number below for fee information). To request a personal copy of your medical records, please visit the Guthrie Medical Records/ROI window to fill out your request.

HOURS:

Monday - Thursday, 7 a.m. - 4 p.m.

Friday, 7 a.m. - 3 p.m.

CLOSED: Weekends and Federal Holidays

PHONE: (315) 772-4032

FAX: (315) 772-3449/7758

LOCATION: Guthrie Ambulatory Health Care Clinic, Bldg. 11050,

APPOINTMENT NECESSARY?

No, walk-in only

Requesting Information:

Patients may request copies of their medical records using DD Form 2870 (Authorization for Disclosure of Medical or Dental Information) available online:

www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm by mail or by visiting ROI reception, located in the Patient Administration Room 1613, Window 1.

Archived Records:

GAHC maintains outpatient records for a period of 2 years after the patient's last medical encounter (excluding active duty military and their dependents). Any records from 2015 will be at the AMEDD Records Processing Center. Any records from 1993 to 2014 will be at the VA, which will need to be requested on Standard Form 180 and can be found at:

<http://www.archives.gov/research/order/standard-form-180.pdf>.

www.archives.gov/veterans

Active Duty Military Records

Dept of Veteran Affairs

Records Mgmt Center

P.O. Box 5020

St. Louis, MO 63115

AMEDD Record

Processing Center

3370 Nacogdoches

RD STE 116

San Antonio, TX 78217-3371



Managed Care Division (MCD)

HOURS: Monday-Thursday: 8 – 11 a.m. & 2 - 4 p.m.

Friday : 8 – 11 a.m.

CLOSED: Weekends and Federal Holidays

PHONE: Debt Collections Office- (315)772-4039

Health Benefits Advisor (HBA) / Beneficiary Counseling and Assistance Coordinator (BCAC) - (315) 772-5111

Referral Management Office- (315) 772-6635/4019

Patient Travel Assistant- (315) 772-4435

LOCATION: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd., next to the Patient-Centered Medical Home

APPOINTMENT NECESSARY? No, walk-in basis

MISSION:

MCD is responsible for managing the coordination of health care services outside the MEDDAC's scope of care. Services include: processing referrals for care to the civilian network or Medical Treatment Facility; enrollment to PCMs; advisement of the TRICARE benefits to enrollees; settlement of debts incurred for care outside of MEDDAC; and assistance with travel to specialty care providers over 100 miles from their PCM. This includes liaison with the Managed Care Support Contractor and civilian providers and other Medical Treatment Facilities within and outside the MEDDAC.

Debt Collection Assistance Office (DCAO):

The DCAO assists beneficiaries who have received notification that their medical or dental bill is in collections.

If you receive a collection notice, please bring the following to our office: the notification letter; a copy of any receipts; name of individual who contacted you; phone number and address; the name and address of the provider and the date they treated you.

We will examine your files to see where the issue may lie and determine the best way to resolve the problem.

The DCAO will contact collection agencies, attorneys, and providers, and stop collection efforts until s/he can determine the validity of the claim(s) in question. The DCAO can assist beneficiaries, providers (and their agents alike), in understating and solving TRICARE related issues.

Patient Travel Assistant (PTA):

The Patient Travel Assistant is responsible for assisting patients in the coordination of, and reimbursement of cost associated with, travel to specialty care service over 100 miles from your PCM. Services include (but are not limited to) preparing TDY orders and assistance with filing travel vouchers for both the traveler and when appropriate, the non-medical attendant. If you are enrolled to a PCM in the civilian network you must call TRICARE at 1-888-TRICARE for assistance with your Prime Travel benefit.

Health Benefits Advisor (HBA) / Beneficiary Counseling and Assistance Coordinator (BCAC):

The Health Benefits Advisor is available to assist with questions regarding TRICARE benefits, in resolving TRICARE problems, and in completing forms associated with TRICARE benefits.

Referral Management Office:

This office provides Active Duty, retirees, and Family members with

assistance in coordinating medical appointments through the TRICARE Managed Care Support Contractor.

What You Need to Know about Your Specialty Referral

What do you need to do?

If you have a "STAT" Referral:

1. PCM will call the specialty provider directly and coordinate the next available time for you to come in.
2. The PCM or member of your PCMH Team will give you the name of the specialty provider, directions to their office, phone number of the office, and assist in coordinating transportation based off of the severity of your current condition.

If your referral is URGENT or ASAP (need to be seen by specialists in the next 72 hours):

1. At Guthrie:

A member of your PCMH team will call you within 24 hours to schedule the appointment.

- If you do not receive a call within 24hrs or the PCMH team member is unable to contact you directly please call 772-2778 to book your appointment. Inform the call center representative that your referral is URGENT/ASAP to ensure you are seen within the 72 hour time frame.

2. If you received an URGENT/ASAP referral from your PCM to see a specialty provider outside of the MEDDAC your PCMH team will call you within 24 hours and provide you information to schedule the appointment with the specialty provider.

- If you do not receive a call within 24 hours or the PCMH team member is unable to contact you directly please call 1-877-TRICARE (874-2273) for assistance with booking your appointment. Ensure the representative understands the referral is URGENT/ASAP to ensure you are seen within the 72 hour time frame.

Managed Care Division (MCD) continued

ROUTINE (Diagnostic Study or Specialty Visit within 28 days)

1. If you received a Routine referral from your PCM to see a specialty provider within the MEDDAC a member of the specialty provider's team will call you within 72 hours to schedule the appointment.

- If you do not receive a call within 72 hours or the specialty provider's team member is unable to contact you directly please call 772-2778 to book your appointment.

2. If you received a **ROUTINE** referral from your PCM to see a specialty provider in the **Civilian Community** or a different MTF, Health Net Federal Services will have a letter delivered to you within **10-14 business days** providing the information needed to schedule the appointment with the specialty provider.

- If the specialist office calls you requesting information from your patient records, ask them to fax their request to the Release of Information at 315-772-3449 or 315-772-7758 and it will be provided.
- If the specialist office does not have the access, capability to provide the care you need, or you'd prefer to go to another specialist office that provides the same services needed, please call 1-877-TRCARE (874-2273) to have your referral changed to see another provider.

Referral processing time

1. Please allow the amount of time prescribed for each type of referral to properly process it. *Please do not visit the Managed Care Referral Management Office or your PCMH until the allotted time has passed.*

- Patients should only visit MCD if they are having difficulties with processing their referrals with the specialty provider or need assistance with transportation to specialty offices that are over 100 miles from their PCM.
- 2. The status of your referral can be viewed by clicking the TRICARE Claims/Referrals (My TRICARE managed by PGBA) prompt from your TRICARE account located at <https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>.
- Non-Common Access Card (CAC) beneficiaries will need to create a Department of Self-Service (DS) or Defense Finance and Accounting Service (DFAS) user name and password account to log into TRICARE online.
- Non Common Access Card (CAC) beneficiaries will need to create another user name and password once you hit the TRICARE Claims/Referrals (My TRICARE managed by PGBA) prompt. This creates the My TRICARE account that allows you to see your referrals.

TRICARE PRIME ENROLLMENT:

Active Duty Service Members are mandated to be enrolled to a Fort Drum PCM. Service members complete their own TRICARE Prime Enrollment forms during in-processing. Non-Active Duty beneficiaries can enroll in TRICARE Prime at (or near) Fort Drum by contacting TRICARE:

Call 1-877-874-2273 or Visit www.tricare.mil or www.hnfs.com



TRICARE Prime Access Standards

Acute/Urgent Care – Seen within 24 hours

If you require an acute or urgent care appointment (earache, high fever, etc), your PCM must provide you an appointment within 24 hours .

Routine Care – Seen within 7 days

If you require an appointment for routine care (flu, colds, allergies, check-ups, etc), your PCM must provide you an appointment within 7 days.

Specialty Care – Seen within 28 days

If you require an appointment for specialty care, (cardiology, orthopedics, podiatry, etc.), the MTF must provide you an appointment within 28 days.

Wellness Care – Seen within 28 days

If you require an appointment for a wellness visit, (mammogram, pap smears, physicals, health maintenance, etc.), your PCM must provide you an appointment within 28 days.

(Continued to next page)

Urgent Care Center Options

TRICARE also offers beneficiaries the option to use Urgent Care Centers in Watertown with an authorization from your PCM. Locations, hours of operation, and phone numbers, are as follows:

DURING CLINIC HOURS: For Patients assigned to Guthrie Primary Care Clinic: First call the clinic at (315) 772-2778 for a same day appointment. If no appointments are available, you will be transferred to a Triage Nurse and you may be referred to an Urgent Care Center.

****Soldiers assigned to CTMC or TMC2** should first go to their assigned Battalion Aide Station. After sick-call hours call (315) 772-2778.

****Soldiers assigned to ACAS** should first go to sick from 7-8 a.m. at ACAS. After sick-call hours call (315) 772-1451.

****Soldiers assigned to MEDDAC, DENTAC, VET Services, or WTU Cadre** should first go to sick call from 8 - 8:30 a.m. at the Guthrie Primary Care Clinic, after sick-call hours call (315) 772-2778.

AFTER HOURS: Please call (315) 772-2778 and choose

the option to be transferred to the Tricare Nurse Advice Line. All patients who need a referral to Urgent Care are required to be triaged by an RN.
Call (315) 772-2778 Or 1-877-TRICARE

Remember: TRICARE Prime patients require a referral from their PCM to use local Urgent Care Centers.

DEERS

All TRICARE information, including referrals, authorization, additional information, enrollment, information about payments, cost-share, deductibles, etc., are mailed to beneficiaries at the address listed in DEERS. It is very important to keep this information up-to-date. There are several ways to update your address and phone number in DEERS.

Visit www.tricare.osd.mil/deers/default.cfm or
Visit the Military ID Section at Clark Hall or
Call the Defense Manpower Data Center Support Office at 1-800-538-9552 or
Fax changes to DEERS at 1-408-655-8317 or
Mail changes to the DEERS Support Office (DSO),
ATTN: COA 400 Gigling Road,
Seaside, CA 93955-6771

Patients who are experiencing an emergent medical situation should report to the nearest hospital emergency room or call 911. Local area hospitals with emergency services include:

Samaritan Medical Center
830 Washington St., Watertown
315-782-4100

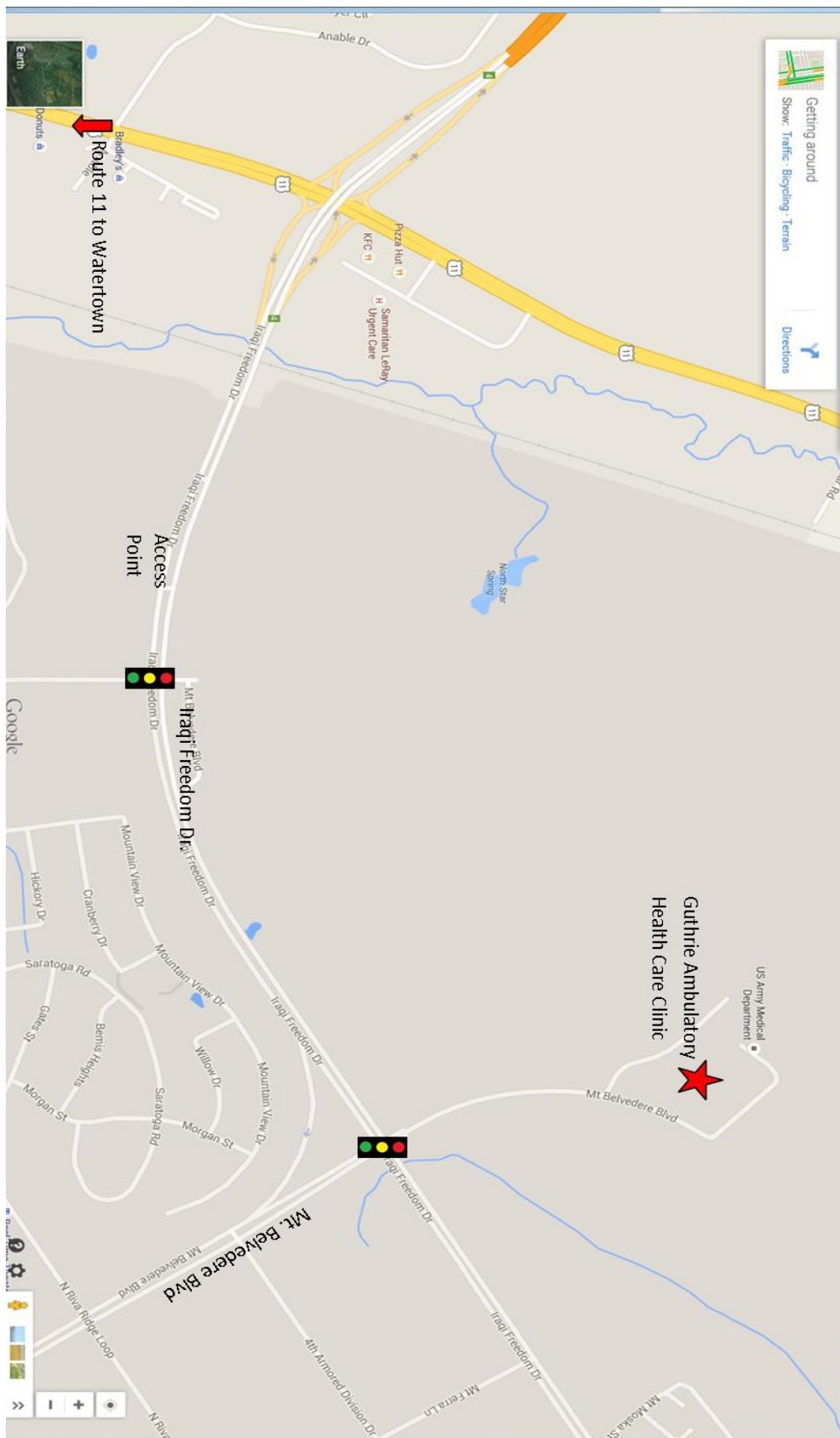
Carthage Area Hospital
1001 West St., Carthage
315-493-1000

Lewis County General Hospital
7785 N. State St., Lowville
315-376-5200

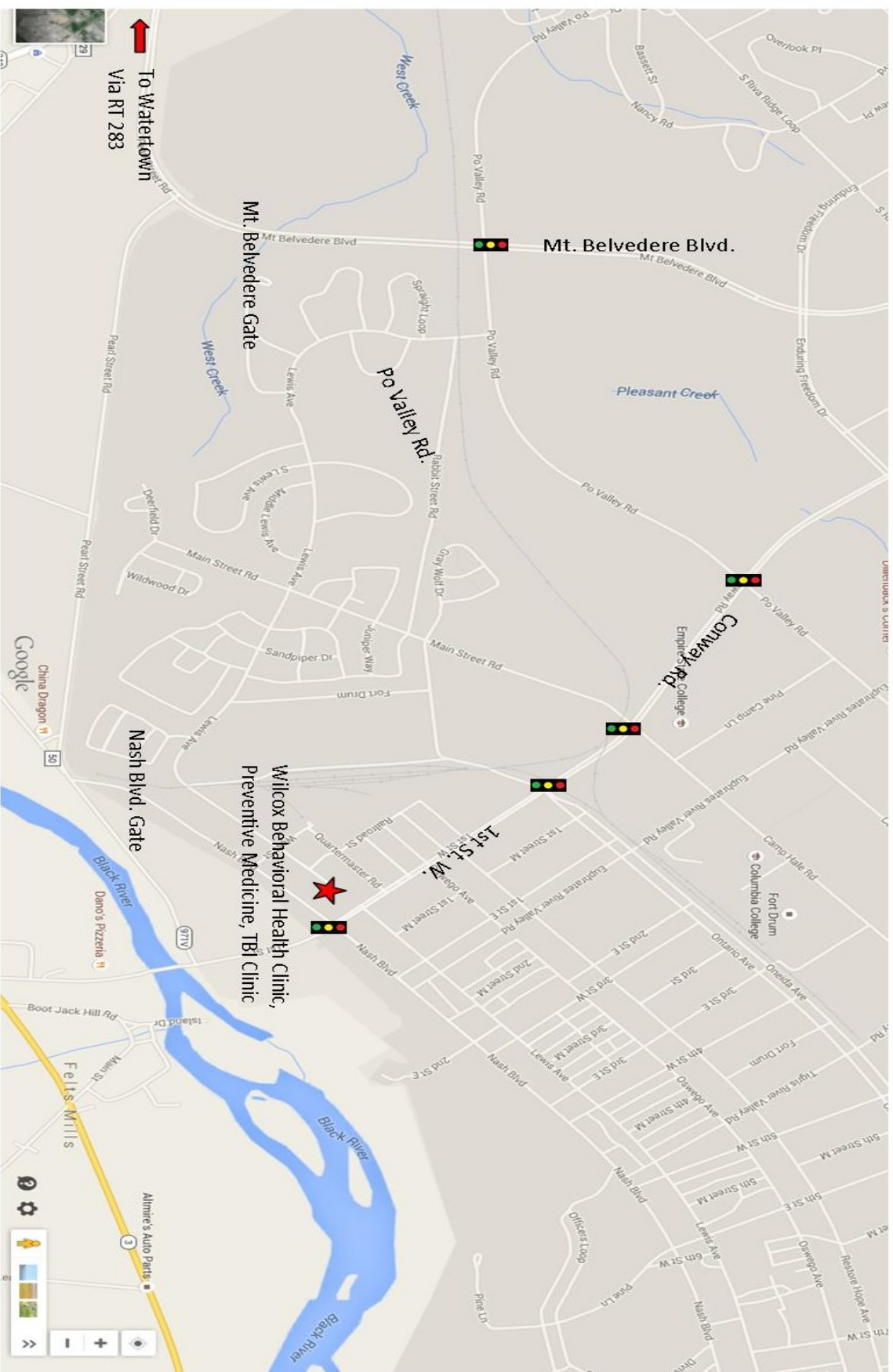
River Hospital
4 Fuller St., Alexandria Bay
315-482-2511

EJ Noble Hospital
77 W. Barney St., Gouverneur
315-287-1000

Guthrie Ambulatory Health Care Clinic



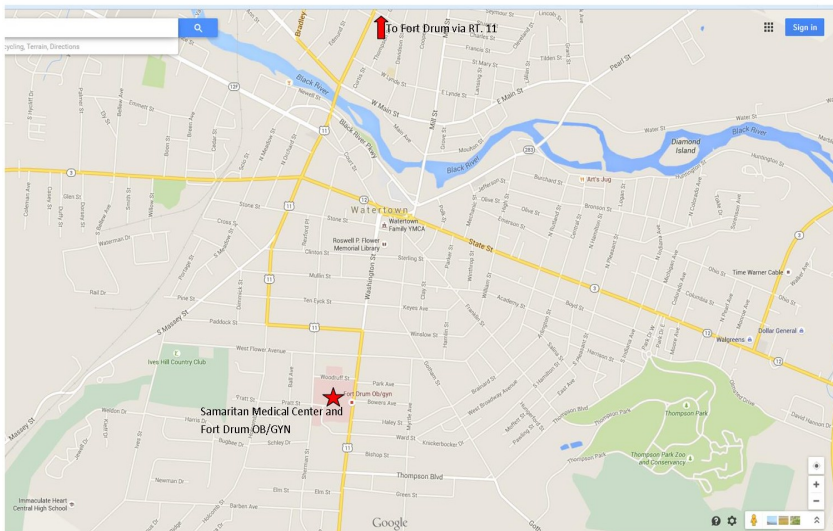
Fort Drum MEDDAC Behavioral Health, Preventive Medicine, TBI Clinic



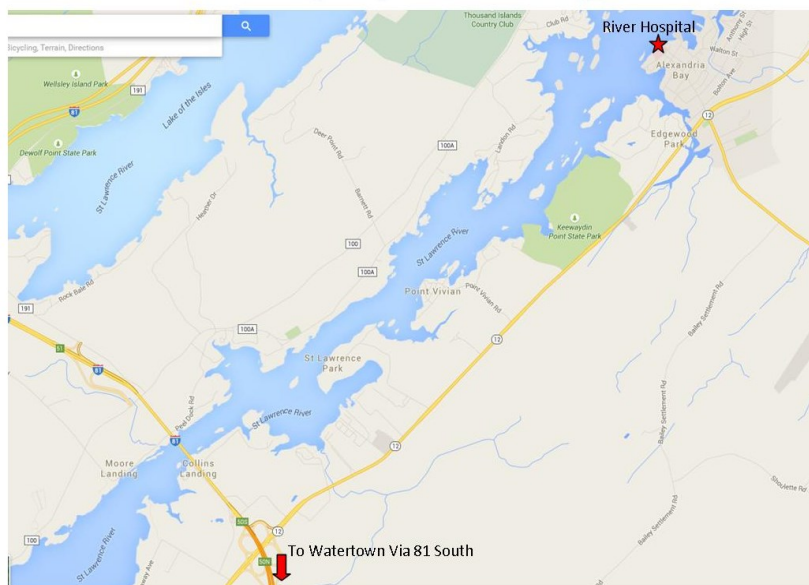
Fort Drum MEDDAC Facilities



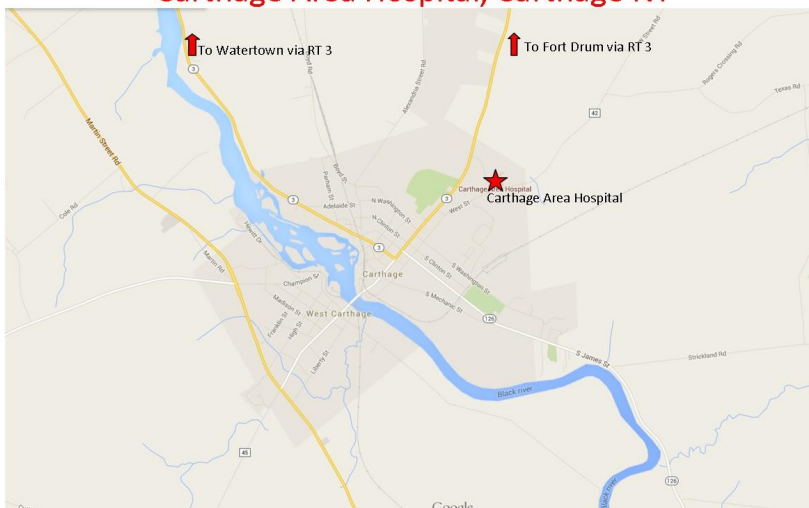
Samaritan Medical Center, Watertown, NY



River Hospital, Alexandria Bay, NY



Carthage Area Hospital, Carthage NY



Frequently Asked Questions

PRIMARY CARE CLINIC

Q: How do I change providers?

A: You will need to call the TRICARE line at 1-877-TRICARE (874-2273).

Q: Why did I get declined for Relay Health?

A: Please sign the Relay Health paperwork from the front desk personnel and hand it in to them either prior to your appointment or after your appointment is complete.

Q: How do I schedule an appointment?

A: You can schedule an appointment by either calling 315-772-2778 or via TRICARE online.

Q: What is Pain Management?

A: Pain management is a branch of medicine employing an interdisciplinary approach for easing the suffering and improving the quality of life of those living with pain.

Q: What services are available in Pain Management?

A: Our Interdisciplinary team includes a Doctor, Psychologist, Pharmacist, Nurses, Movement Therapist (Yoga), and a Chiropractor. Services to be available in the future include Massage Therapy and Acupuncture.

Q: How do I make an appointment?

A: We are a specialty clinic that requires a referral from a provider. Referrals are reviewed; this determines appropriate care at Guthrie or within the network.

Q: What is an Exceptional Family Member?

A: Any family member (legal dependent through DEERS) regardless of age, who requires more care than normally provided by a family practitioner or pediatrician in an outpatient clinical setting, has any mental health issues or receives any type of special

education (including speech therapy).

Q: Who must enroll in the EFMP program?

A: Active Duty Military, Active Guard Reserve and other USAR Soldiers on active duty for more than 30 Days, Army National Guard Soldiers serving under authority of title 10 Code who have an EFM.

Q: Does enrollment in EFMP have any impact on the Soldier's career?

A: Enrollment in EFMP does not adversely affect selection for promotion, schools or assignments. Enrollments must be kept current. Update is required every 33 months or as needed with new information.

DERMATOLOGY CLINIC

Q: What type of sunscreen should I purchase?

A: We recommend a sunscreen with an SPF (sun protective factor) of 30 or greater. Products labeled "broad spectrum" or UVA/UVB are better, and we generally recommend patients look for products containing Zinc Oxide or Titanium Dioxide. Reapplication should be approximately every 2 hours, or after wetting (which includes sweating), as there is no such thing as a waterproof sunscreen. For facial sunscreens, we recommend the product label reads "non-comedogenic", which means that it won't clog your pores.

Q: What can I do for dry skin?

A: While we don't typically endorse specific brands, Dove Moisturizing Bar is the only pH balanced moisturizing bar that is widely available. If you struggle with dry skin, especially during the winter months, we recommend decreasing the temperature of your bath or shower and limiting to once daily. Soap should be lathered in your hands and we recommend avoiding washcloths, loofahs, and sponges. Upon exiting the bath, skin

should be patted dry with a towel and an emollient moisturizing cream, not lotion, should be applied liberally to all areas prone to dryness.

Q: What is the best type of makeup / foundation to use if I have acne?

A: At a minimum, the product should state that it is "non-comedogenic", which mean that it won't clog your pores. All of your makeup should be non-greasy, non-irritating, hypoallergenic and oil-free if you have acne or blemish prone skin. The first ingredient in any liquid-based products should always be water. Mineral based powders are generally a safe bet.

PATIENT ADMINISTRATION

Q: How do I get a copy of my medical record if I was seen by an off-post provider?

A: Fill out DD Form 2870 and submit it to the ROI section in PAD.

Q: I am in GAHC/CTMC at an appointment to see my provider, but I am not showing up in the system to receive care. What do I need to do to get seen by my provider?

A: To get registered in the system (CHCS), please contact the Medical Records Technician, 315-772-3081/5637 (Guthrie) or 315-772-8644 (CTMC).

RADIOLOGY

Q: Can I bring my children with me to my radiology exam?

A: No, due to the risk for unnecessary exposure to radiation, children are not permitted. Additionally, distractions could cause vital info to be missed.

Q: Can I bring a video recorder or other recording device to my Obstetrical Ultrasound appointment?

A: No, you will be provided a couple of pictures of your OB exam.

Q: Do you carry my medication?

A: The Guthrie Ambulatory Health Clinic Outpatient Formulary can be accessed at:

<http://www.drum.amedd.army.mil/>
On the left side of the page click on Clinical Services, select Pharmacy, under "Things you need to know about us", click on Formulary.

PHARMACY

Q: How long is the wait time at the Pharmacy?

A: Main Pharmacy (Guthrie) busy times 10 a.m.-12:30 p.m. and 1:30-4 p.m.. Guthrie average wait times are 15 minutes or less while CTMC average wait times are 5-10 minutes.

Q: Can I pick up my medication early?

A: Controlled substances cannot be picked up earlier than 1 day prior to when they are due. Non-controlled substances can be picked-up up to 7 days early.

CONNER TROOP MEDICAL CLINIC

Q: Where do I report for emergency services after hours?

A: For true emergencies (life, limb, or eyesight) it is advised that you call 911 or go to the nearest emergency room for treatment. For all other needs, please contact the Appointment Line at 315-772-2778 and your call will automatically be forwarded to the Nurse Advice Line.

Q: I would like to schedule a physical. What procedures do I need to complete?

A: Soldiers will require a physical if they are separating from service or if you are attending schools such as Airborne, Ranger, Special Forces. An up to date Periodic Health Assessment (PHA) is all that is required if you are attending SLC, ALC, or WLC (if Soldier is 40 and over you will require a current EKG). Audiology will be done a Clark Hall. Part I of your physical is accomplished on a WALK IN basis, however Soldiers must report to physical exams first to get a packet. Part II is a SCHEDULED appointment with your provider. All chapter physicals will require a memo completed and signed by the Soldier and his/her Commander and E5 or above escort.

Q: Can I schedule a Well-Woman exam?

A: Active Duty Soldiers now have the option to book Well-Woman exams at the OB/GYN Clinic with a female provider. Please call 315-785-4624 directly for appointment.

DEPARTMENT OF LABORATORY SERVICES

Q: How can I receive my lab results?

A: The laboratory does not give out any patient results. You will need to contact your provider or you can check Tricare online to receive your

lab results. Your provider will have 72 hours or 3 business days to contact you if your routine lab work yields an abnormal result. You will be notified right away of any critical lab result which requires immediate action.

Q: How long will it take to get my test results?

A: Tests results are released to providers as soon as they are result. Outside providers will have the test results mailed or faxed on the next business day. Tests not performed on site may take up to 10-14 business days to return.

Q: What blood work am I having drawn?

A: This is a question your provider should have explained. They go over why they are ordering and what it will tell them. The LAB will only draw blood from a list of tests that was specifically ordered by your provider. We are only authorized to draw tests that were ordered by your provider within the last thirty days. The LAB staff is unaware of your medical history and cannot speculate or determine why a provider may be ordering a specific test on you.

Acronyms

ACAS	Aviation Consolidated Aid Station
AD	Active Duty
ADFM	Active Duty Family Member
AFI	Amniotic Fluid Index
APLSS	Army Provider Level Satisfaction Survey
ASAP	Army Substance Abuse Program
AWC	Army Wellness Center
BCAC	Beneficiary Counseling and Assistance Coordinator
CDC	Center for Disease Control
CTMC	Conner Troop Medical Center
DCAO	Debt Collection Assistance Office
DEMOB	Demobilization
DENTAC	Dental Activity
EFMP	Exceptional Family Member Program
ER	Emergency Room
FAP	Family Advocacy Program
GAHC	Guthrie Ambulatory Health Care Clinic
HBA	Health Benefits Advisor
ICE	Interactive Customer Evaluation
IUD	Intrauterine Device
IAW	In Accordance With
IPMC	Interdisciplinary Pain Management Clinic
JC	Joint Commission
LEEP	Loop Electrical Excision Procedure

MEDDAC	Medical Department Activity
MCD	Managed Care Division
MTF	Military Treatment Facility
MRI	Magnetic resonance imaging
NAL	Nurse Advise Line
NCQA	National Committee for Quality Assurance
NST	Non-stress Test
OB/GYN	Obstetrics and Gynecology
PAD	Patient Administration Division
PCM	Primary Care Manager
PCMH	Patient Centered Medical Home
PCP	Primary Care Provider
PCPC	Primary Care Pain Champion
PDHRA	Post-Deployment Health Reassessment
PEBLO	Physical Evaluation Board Liaison Office
PTA	Patient Travel Assistant
SAMFE	Sexual Assault Medical Forensic Examiner
SCMH	Soldier Centered Medical Home
SHARP	Sexual Harassment Assault Response Prevention
SRC	Solider Readiness Clinic
TBI	Traumatic Brain Injury
TOL	TRICARE Online
UCC	Urgent Care Center
WTB	Warrior Transition Battalion

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